

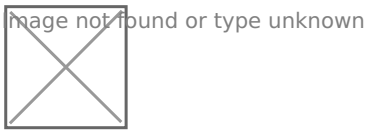
# Error Messages and Problems

- Email fails domain authentication
- Action Network ID attached
- Photos not loading
- Telegram, Signal, WhatsApp join links
- Proton.me domain

# Email fails domain authentication

Error message seen in conjunction with an email going in to junk email.

This email has failed its domain's authentication requirements. It may be spoofed or improperly forwarded!



How you would notice :

You've drafted your email and send a test to your email, but it (prob) goes into 'junk' and also have this error message shown above.

Reason :

Something wrong with the reply-to email (actual reason to be established!)

Fix :

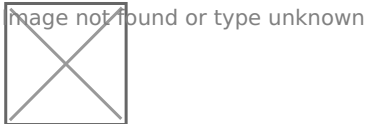
**Temporary fix** Try sending another test with [noreply@extinctionrebellion.uk](mailto:noreply@extinctionrebellion.uk), if this works - either use this email as your reply to or another email of your choice that doesn't give the error.

**Permanent Fix** coming soon!

# Action Network ID attached

**Private data embedded in links** VERY IMPORTANT - don't use links that you've copied out of other emails. Links from Action Network email contain tracking links and people's personal Action Network ID's etc.

The error you get is a pop-up box list this...



## The cause :

e.g

[https://www.surveymonkey.co.uk/r/CZZX5DN?link\\_id=2&can\\_id=071ccc07c7xxxxxxxxxxxxxd003](https://www.surveymonkey.co.uk/r/CZZX5DN?link_id=2&can_id=071ccc07c7xxxxxxxxxxxxxd003)

If you copied the link from an Action Network email that you had previously received - the link will have your personal ID attached (the &can\_id= part). You don't need any of the information after the question mark.

## The solution :

In this case you would just use <https://www.surveymonkey.co.uk/r/CZZX5DN>

This goes for other links with use info in - eg. some google links or links to Facebook or a fundraiser. Just cut out the question mark and everything after and make sure the links still works and just use that instead.

# Photos not loading

## Filename Glitch

Glitch noticed Apr 2022 : If photos look like they've been added to your email, but when you do a test email they appear blank with only the alt-text showing.... then check the file name.

It was found that file names with a + sign were being problematic.

Fix: change the filename to something simpler. Add the image to the email again and do another test to yourself to check.

## Size Glitch

It is good practice to optimise your images within an email. Smaller files load faster and have a smaller carbon footprint! Also it has been noted that some email providers aren't loading large images. You can reduce the size of your graphics and images, preferably to 600px or 700px wide. You can either do this in graphics software before you upload OR you can do this after you've uploaded to your Action Network email. The instructions on this are [on this page here](#).

# Telegram, Signal, WhatsApp join links

**The very best thing to do to avoid glitches** like the ones described below is ALWAYS send yourself test emails before sending to a whole email list.

Be sure to read your test emails on both a computer **AND a phone**. Then click on every link in your email to check it's working.

## Telegram links in emails

Glitch alert. It has been noted that Telegram invite links (ones with + signs in them, not the public ones like Rebellion Broadcast, they are fine) don't work when reading an email on a phone.

My current work-around (which goes against advice about shortlinks!) is to turn the Telegram join link in to an short link, before then hyperlinking it in an email. e.g.

- Rebel Ringers Broadcast : [https://t.me/+S2XAo\\_FGnVZiYTIk](https://t.me/+S2XAo_FGnVZiYTIk)
- Short link to use in email : <https://xrb.link/z5l9iA>
- Short links can be [created here](#)

## Signal links in emails

Fix for signal join links not working is to add **?no\_rewrite=true** to the end of the URL - which stops the Action Network tracking link and seems to help.

## WhatsApp links in emails

No known issues.

# Proton.me domain

## Major problems using proton.me reply-to emails

Very substantially reduced delivery and open rates if using a **proton.me** domain as a reply-to address when sending Action Network emails.

Action Network have been informed, but no change as yet for this issue.(Aug 2023).

**For now it is just best to avoid using this domain.**

No issues noticed with the older protonmail.com email addresses.

Note: Local Groups, XRUK or N/R circles, or other people holding roles in the movement can apply for an xxxx@extinctionrebellion.uk email address via the ['Email Address Requests' mattermost channel](#).