

SendGrid Configuration Updates

In order to add a layer of stability to the FireLight® email integration with SendGrid, FireLight will be altering certain email settings in the EGAdmin interface and base system.

SendGrid Deliverability Problems

SendGrid has a system in place to allow for much more detailed monitoring of email statuses than our previous email sending service. In order to use this feature, certain headers of all outgoing emails must be changed by SendGrid at the time each email is sent. These headers include:

- Envelope From – The email's envelope-from header (separate from the normal "from" address) is changed to a SendGrid native email address. This field is used to validate DNS DMARC policies.
- Return-Path – The email's return-path header (separate from the normal "from" address) is changed to a SendGrid native email address. This is done to ensure bounceback notifications go to SendGrid instead of the sending email address.

Because those headers are changed to a SendGrid email address instead of the sending email address, DMARC policies will frequently fail and reject emails, as the sending domain does not match the return-path or envelope from headers.

IP Address Whitelisting

Some clients have previously whitelisted the IP address emails from FireLight comes from. In instances where emails are not being received, it should be checked if the client had the previous IP address whitelisted. If so, they will need to update it to 168.245.13.50 for SendGrid.

Support Email

The support email will no longer be used to specify a customized sending address. Instead, all emails will be sent from an email address within the @firelighteapp.com domain.

Use of DMARC

The use of DMARC for custom domains will no longer be supported. This option will no longer be necessary as all emails will be coming from the @firelighteapp.com domain.

From / Reply To changes

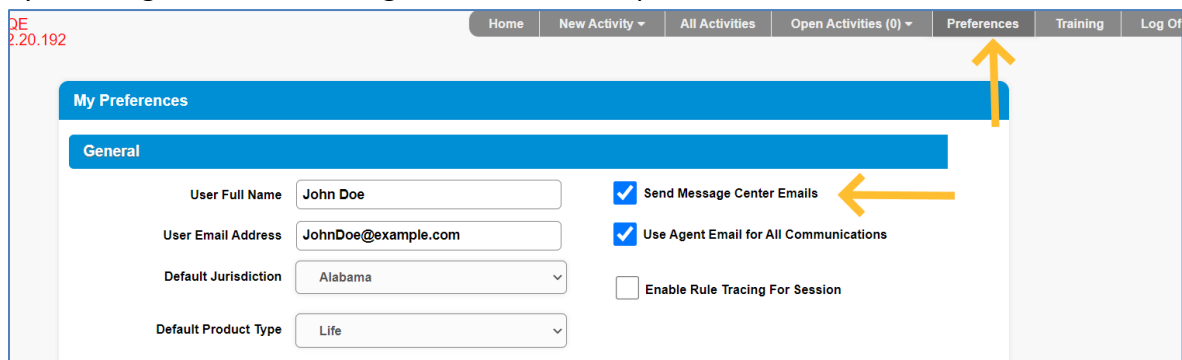
Since all emails will be coming from the @firelighteapp.com domain, some changes to the From and Reply to will be made, and will follow the steps listed below.

1. Get the From name if one exists (usually the agent's name)
2. Get the From address (usually the agent's email, support email, or FireLight no-reply email)
3. If the From email address isn't one of the FireLight no-reply emails and isn't already in the reply-to, move the From address into the Reply To list.

4. Set the From address to the configured FireLight no-reply email address.
5. Set the From name to the one stored in step one (if any).

Bounce Back Notifications - Agents

- FireLight will start receiving bounce back notifications from SendGrid
- These messages will be logged in our system
- If the email is attached to an activity, the agent will be notified about the bounce via the message center
- Agents can have the messages that are sent to their message center sent to their email as well by enabling the “Send Message Center Emails” option under Preferences:



DE 2.20.192

Home New Activity ▾ All Activities Open Activities (0) ▾ Preferences Training Log Of

My Preferences

General

User Full Name

User Email Address

Default Jurisdiction

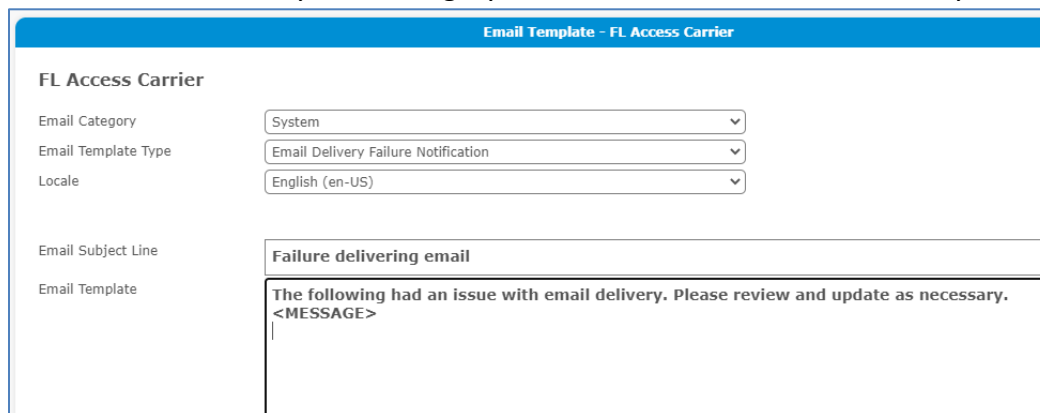
Default Product Type

☒ Send Message Center Emails

☒ Use Agent Email for All Communications

☐ Enable Rule Tracing For Session

- The notice the agent receives will be governed by a new email template. That template is available under the System category and is the “Email Failure Delivery Notification” option:



Email Template - FL Access Carrier

FL Access Carrier

Email Category

Email Template Type

Locale

Email Subject Line

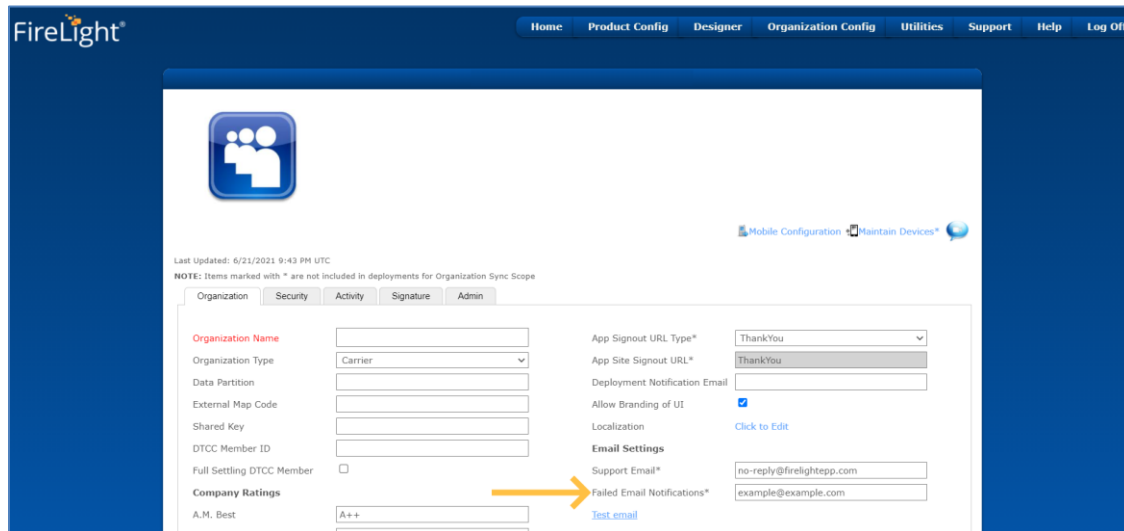
Email Template

When there is an activity associated with the email, <MESSAGE> will be defined as:

<CASE_NAME> <CLIENT_NAME> <CLIENT_EMAIL> <EMAIL_FAILURE_REASON>

Bounce Back Notifications – Organizations

- There will be a new option in the Organization Settings section in Admin titled “Failed Email Notifications”. When this field is populated and a failure notice is received from SendGrid, a notification will be sent to the agent’s email address as well as the address (if any) configured in “Failed Email Notifications”.



FireLight®

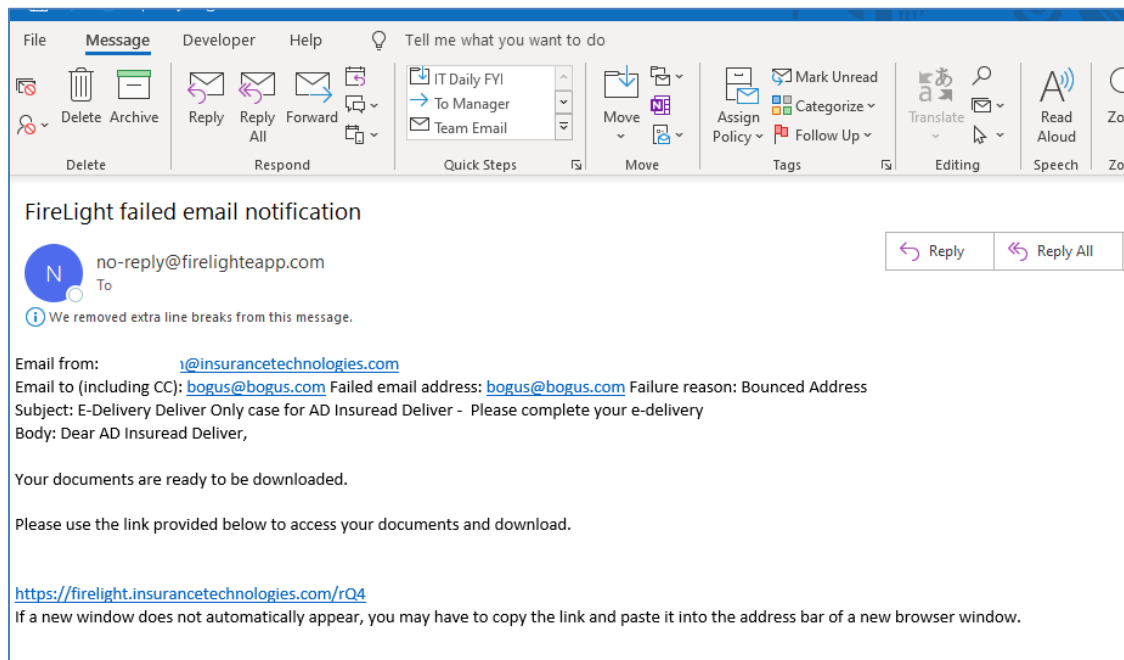
Home Product Config Designer Organization Config Utilities Support Help Log Off

Organization Settings

Organization Name: [Text Field]
 Organization Type: Carrier
 Data Partition: [Text Field]
 External Map Code: [Text Field]
 Shared Key: [Text Field]
 DTCC Member ID: [Text Field]
 Full Settling DTCC Member: [Text Field]
 Company Ratings: A++
 A.M. Best: [Text Field]

App Signout URL Type*: ThankYou
 App Site Signout URL*: ThankYou
 Deployment Notification Email: [Text Field]
 Allow Branding of UI: [Text Field]
 Localization: [Text Field]
 Email Settings: no-reply@firelighteapp.com
 Support Email*: [Text Field]
 Failed Email Notifications*: example@example.com
 Test email

- The notification to the organization will include relevant information, including: Email address that failed, the reason for the failure, the subject, and body of the email:



File Message Developer Help Tell me what you want to do

Delete Archive Reply Reply All Forward Quick Steps Move Assign Policy Categorize Follow Up Tags Editing Speech Zoo

FireLight failed email notification

no-reply@firelighteapp.com

To: [Email Address]

We removed extra line breaks from this message.

Email from: [Email Address]
 Email to (including CC): [Email Address] Failed email address: [Email Address] Failure reason: Bounced Address
 Subject: E-Delivery Deliver Only case for AD Insured Deliver - Please complete your e-delivery
 Body: Dear AD Insured Deliver,

Your documents are ready to be downloaded.

Please use the link provided below to access your documents and download.

<https://firelight.insurancetechnologies.com/rQ4>

If a new window does not automatically appear, you may have to copy the link and paste it into the address bar of a new browser window.

- There will also be an activity report that organizations can have scheduled that will give details about failed emails:

FireLight Bounce Back Email Report							
Start Date:		Mon, 23 Aug 2021 15:20:00 GMT					
End Date:		Tue, 24 Aug 2021 15:19:59 GMT					
Organization:		All Organizations					
Activity ID	Activity Name	Activity Status	Agent ID	Email Reason	Email Address	Error Date	Error Reason
Application (1031)							
38b76412-d1a3-42ab-ad5c-fa48da67ee1c	New Application - Template Life Wizard - 2nd	Pending Client Request	Agent Joe	Client Request Expired	noone@bogus.com	6/9/2021 6:14:22 AM	Bounced Address
ba736c60-d50a-40ab-8414-70b0ab0b0bf41	New Application - Template Life Wizard	Pending Client Request	Katherine Dease	Signature Request	noone@bogus.com	6/7/2021 4:36:09 PM	Bounced Address

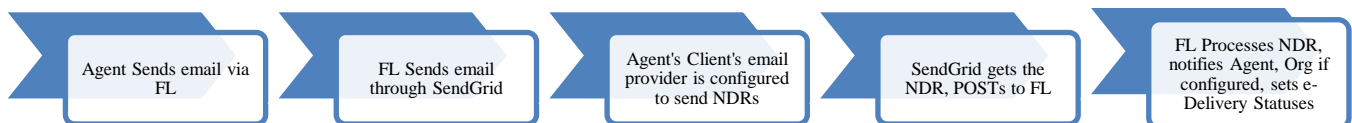
Limitations

FireLight will report on failed email delivery as best as possible. However, there are some limitations to this. SendGrid, and therefore FireLight, rely on Non-Delivery Reports (NDRs) from email providers to determine if there was a failure delivering an email if the domain is valid. It is possible for some email providers to accept the email, and not send an NDR, and therefore FireLight will not receive notification of a failure for that email. The result would be no different for clients, as if they sent the email directly themselves, they would not receive a failure notification either. Below is an illustration of the process flow for this limitation (invalid email address, but valid domain):

Current Process (End user's email server sends NDR)



SendGrid Process (End user's email server sends NDR)

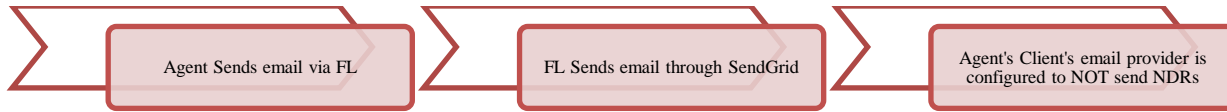


In these scenarios, NDRs are sent by the intended recipient's email provider. The agent and organization (if configured) will be notified, and in SendGrid process e-Delivery statuses will be updated and 1122s will be sent.

Current Process (Destination email server DOES NOT send NDR)



SendGrid Process (Destination email server DOES NOT send NDR)



In these scenarios, intended recipient's email provider will accept the email, but not send an NDR. Neither agent nor organization will get notified that the email was not delivered.

Email Failures Not Processed by FireLight

There are a few emails associated with FireLight that, that while being sent via SendGrid, will not have Email / Email Audit information stored for various reasons. This will mean that any delivery issues will not be handled automatically. As they are going through SendGrid, support will still be able to look in SendGrid to help troubleshoot any issues, however, the information won't be available directly in FireLight. They are broken down between emails to internal (Insurance Technologies) addresses only, and those that can go to both internal and external addresses.

Internal and External

- Activity Reports
- STS – This is responsible for direct logins (not SSO or Embedded), and is typically used for admin purposes and not by an agent. Typical emails handled through this are password resets and initial user setup (not as an agent usually for admin purposes); Password Resets; Initial setup.

Internal Only

- DTCC Transmission Service
- Scheduler (Integration Deployments)
- Support Tool