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.
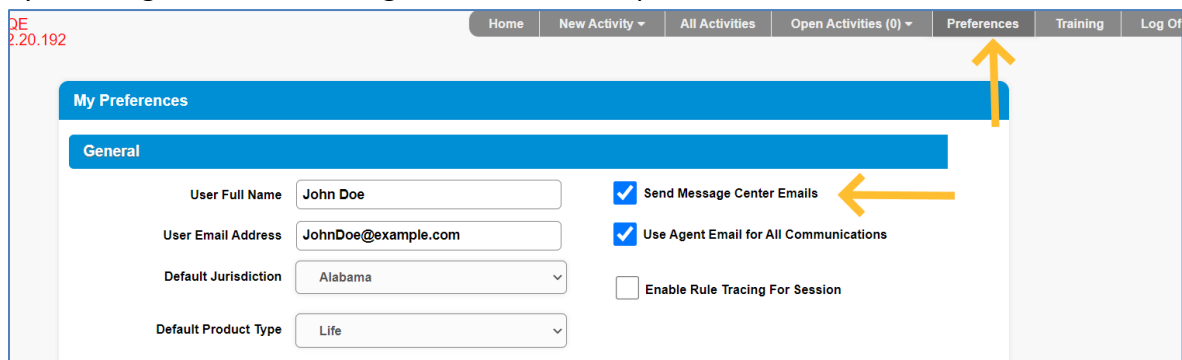
From / Reply To changes

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:

- 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:

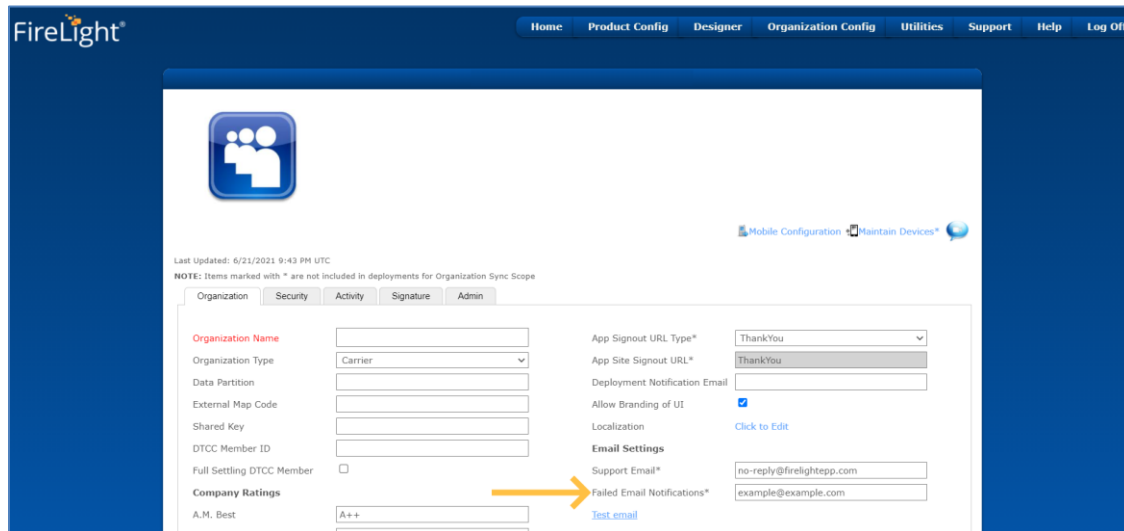When there is an activity associated with the email, <MESSAGE> will be defined as:

<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".

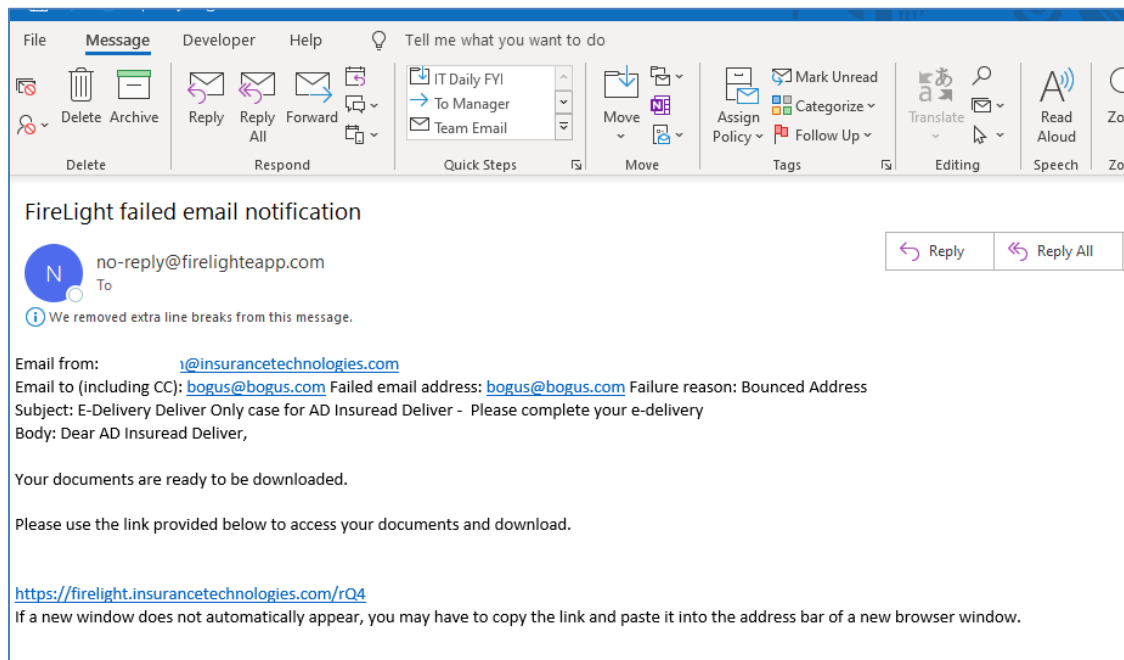- The notification to the organization will include relevant information, including: Email address that failed, the reason for the failure, the subject, and body of the email:

- 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 Application (103)	Activity Name	Activity Status	Agent ID	Email Reason	Email Address	Error Date	Error Reason
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
baf36c60-d50a-40ab-8414-70b0abd0bf41	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)

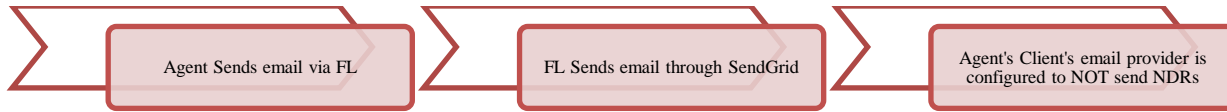### SendGrid Process (End user's email server sends NDR)
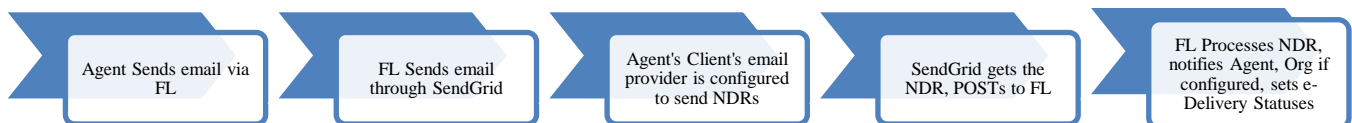
In these scenarios, NDRs are sent by the intended recipient's email provider. The agent and organization (if configured) will be notified, and in SendGrid process e-Delivery statuses will be updated and 1122s will be sent.

Current Process (Destination email server DOES NOT send NDR)

SendGrid Process (Destination email server DOES NOT send NDR)

| Agent Sends email via FL | FL Sends email through SendGrid | Agent's Client's email provider is configured to NOT send NDRs |

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