Effective February 2024 new email security standards were implemented by email providers (Gmail, Yahoo, etc) to reduce spam, phishing, and malware. As a result, we have found that these email filters and spam checkers, which are intended to protect recipients' security and privacy, were inadvertently blocking our legitimate REDCap email messages. Therefore, in an effort to prevent and reduce the incidence of outgoing emails being blocked or flagged as spam, we have implemented the following change:

**As of Wednesday, February 7, 2024, any outbound REDCap email with a “from” address belonging to an external (not @uchc.edu) institution will automatically** **be changed to:**

* **Display Name: UCH/UConn Research Study**
* **Email Address:** [**redcap-no-reply@uchc.edu**](mailto:redcap-no-reply@uchc.edu)

As a result of this change, all emails sent from UCH REDCap will have a @uchc.edu “from” address which should result in fewer messages being filtered or blocked. If a study participant replies to the message, the reply will normally be sent to the original sender since the “reply-to” address is that of the original sender; However, given that some email clients (Gmail, Yahoo, etc.) do not correctly support the reply-to address, some messages sent in reply may not be delivered. This is outside of our control. Thus, please make sure you have included your appropriate contact information in the actual survey message itself to help reduce this occurrence.

REDCap messages sent from a @uchc.edu address will be sent unchanged, as before.

**\* These configuration changes require NO action on the part of REDCap users. Users may continue to use their usual email address when configuring their user accounts, survey invitations, and other REDCap email features.**

**\*\*This change ONLY affects messages being sent via REDCap. It will not change any emails being sent via your individual, institutional email system.**

Please let us know if you experience REDCap email delivery issues.