
What are the characteristics of valid email addresses in Voyager?

- **Product:** Voyager
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

What are some of the characteristics of valid email addresses in Voyager?

Answer

If a patron's email address is not considered *valid* by Voyager, that patron cannot receive an emailed version of a circulation notice. Below are characteristics of *valid* email addresses. A patron must have ALL of these settings correct for the email address to be valid.

Note

An email can be *valid* by Voyager's specifications, but still be *incorrect* for the patron. In these instances, the undeliverable message will be returned to your library's established "reply to" email address. Incorrect but deliverable email messages will be delivered; double-check that manually-entered email addresses are correct.

Characteristics

The email address:

- must be present in the patron record. Email addresses are added as part of a batch patron load, or [added manually](#) by library staff in the Circulation client.
 - must have an "Effective" beginning date. This beginning effective date is the day the email address goes into effect, aka becomes active. A patron with an email beginning effective date in the future will not receive emailed notices.
 - does NOT need an "Effective" ending date; the email address's in-effect dates can be open-ended. A patron with an email ending effective date in the past will not receive emailed notices.
 - The beginning and ending effective dates must be different dates or the patron will not receive emailed notices.
 - must NOT have the "Hold Mail" checkbox checked. A patron whose email address has "Hold Mail" enabled will not receive emailed notices.
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