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Troubleshooting: Not Receiving NERIS Verification Code E-mail

🤔**Problem**

During login, after entering username and password, you are prompted for your multi-factor authentication code which will be sent to your email. However, the email does not arrive in your inbox, and you are unable to access the system.

🌱**Solution**

**First Steps:**

1. Check your inbox for emails from "**neris@ul.org**" with the subject "**Your NERIS MFA Verification code is {123456}**".
2. Be sure to also check your SPAM or JUNK folders, as some email providers may filter emails that haven't yet been marked safe.
3. Add **neris@ul.org** to your mail provider's safe senders list.

**Safe Senders List:**

4. To ensure important emails don't end up in your spam or junk folder, you can add the email address to your safe senders or allow list. This option is typically found in your email settings or preferences. Look for terms like "Safe Senders," "Whitelist," or "Trusted Contacts," and follow the instructions to add the email address you want to allow. If you're unsure, check your email provider's help documentation for specific steps.
5. If you're unable to add an email address to your safe senders list yourself, or if your email system doesn't offer that option, please contact your IT support team for assistance. To help them resolve the issue quickly, be ready to provide the following information:
    - The **email address** or **domain** you want to allow (e.g., neris@ul.org)
    - A brief description of the issue (e.g., "Emails from this sender are going to my spam folder")
    - The **date and time** of the last email you expected but didn't receive

- Any relevant **screenshots** or error messages, if available

Your IT team can help ensure these messages are properly delivered by adjusting server-level settings or security filters.

6. If you do not have an IT team, please contact the NERIS Helpdesk and we'll try to help you to the best of our ability. Have the same information requested in step 5 available.

**Last Resort:**

Consider changing your account email address. If we are unable to resolve the issue, consider switching to a mail provider that's known to work. GMail, Outlook, Yahoo, and others have been confirmed to receive NERIS Authentication Codes without issue.

Sometimes email message from NERIS may get blocked by a spam filter or organizational policy and end up quarantined. If this happens to you, contact your mail provider to troubleshoot.

📎**Related articles**

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