

### ***Non-Deliverable email reports from Paragon:***

---

Effective Tuesday, March 3, bounce back messaging will be enabled in Paragon! This highly anticipated change will inform Users when an Email was not received by the intended recipient.

#### **What does this mean?**

- When Paragon is alerted that your Email will not reach your intended recipient, you will receive a message indicating that your Email was not received. These notifications, called "NDRs", will include the reason for the bounce, if available.

#### **Is this only for Client Connect?**

- No. Any Paragon-generated Email could trigger an NDR.

#### **What do I do if I get one?**

- Review the reason for the bounce. The most common reason is an error in the Email address. If you receive an NDR, the most prudent first step is to verify the Email address is correct.

#### **Wait, I already get messages like this?**

- The notifications you receive today are related to "opt outs" (CAN-SPAM). Email addresses can be opted out by request of the recipient or by the system if the attempted Email address was identified as invalid. CAN-SPAM notifications will continue as they do today.

A full FAQ, along with an example of a typical NDR message, is available on the Paragon Connect Site. To access go to <http://paragonconnect.paragonrels.com/index.php/ndr-email>.

If you have any questions, the Paragon Customer Care Team is happy to help!  
They can be reached at 1.877.MLS.HELP Monday-Friday, 6 a.m. to 8 p.m. CT, Saturdays 9 a.m. to 3 p.m. CT and Sundays, 11 a.m. to 3 p.m. CT.

--