



Preparing to Receive IRIS Emails

As you begin using IRIS, the IRIS Admin email (irisadmin@ku.edu) will communicate with you about your IRIS account, your IRIS Organization, and the status of referrals sent or received by your organization. In some cases, users may have issues receiving these emails if they have any spam filters in place. Additionally, the IRIS Admin email can be automatically blocked by your organization's email security settings.

The instructions below outline steps you can take ahead of time, so you and your organization receive all relevant system emails. Doing so will ensure that you receive timely communication and updates about referrals occurring within your IRIS Organization.

CHECK EMAIL FILTERS

Occasionally, emails from IRIS Admin will fall into spam filters. The first step in ensuring you can access IRIS Admin emails is to make sure you do not have any active spam or junk filters that may cause messages sent from irisadmin@ku.edu to be routed away from your email.

If you need assistance updating your email filters, we recommend contacting your IT department, who is best positioned to walk you through that process.

WHITELISTING IRIS ADMIN

Occasionally, IRIS Admin emails will be automatically blocked by an organization. This is more typical in large health systems or state agencies (e.g., Department of Children and Families or local health departments). To prevent this from occurring, we recommend all new IRIS users and/or organizations work with their IT department to preemptively whitelist irisadmin@ku.edu.

To do so, your IT department will need to review the email client filter settings within your organization and ensure that irisadmin@ku.edu is marked as a safe sender.