

Dear Authors and Reviewers,

July has brought a lot of problems with email from ScholarOne. We are reprinting below a message from Alison Larkin of IEEE about the problems, and what has been done to fix it. Thank you for your patience.

As mentioned in a previous email, ScholarOne recently updated its email protocol to become DMARC compliant. DMARC is designed to protect against direct domain spoofing and is quickly becoming the industry standard. DMARC works by ensuring that the "from" field of an email matches the email header and rejects emails that could potentially be part of a phishing attack.

IEEE has received reports that emails forwarded after receipt from ScholarOne Manuscripts are bouncing or being sent to spam. The current issue is based on forwarded emails only. It is not the result of the end user client rejecting ScholarOne emails. It's important to note that Google is participating in DMARC compliance, in addition to Yahoo and AOL. The update to ScholarOne email protocol was necessary to ensure that users of those email clients continue to receive emails. Details about Google's compliance with DMARC can be found [here](#).

Forwarded emails are being affected in the following manner: when an email is forwarded, the "from" address and the header no longer match. Based on the DMARC protocol, the message does not appear to be a legitimate email and it bounces. The problem is most apparent for users who use an automatic forward from their university email to another email client, such as Gmail.

There are some steps users can take to ensure the newly DMARC compliant ScholarOne emails are successfully forwarded and not sent to spam. Detailed steps are provided below. IEEE Publishing Operations recommends forwarding this information to Associate Editors as well, so they are aware of these changes and can take the necessary steps to update their email settings, if needed.

If you receive any new reports of email issues and are unsure of where the error stems from, please send a case to the IEEE ScholarOne Manuscripts Help Desk at oprs-support@ieee.org and include the email header or the full email. Please name the subject line: "Email Bounce" so we can investigate the cause of the issue immediately.

If you have any questions about the settings detailed below or the recent DMARC updates please don't hesitate to contact me.

Best regards,
Alison Larkin

Steps users can take to help avoid forwarded emails going into spam:

1. Turn off auto signatures and any text that would automatically update the subject or the body.
 - a. Do not update the subject of the email
 - b. Do not update the body of the email
2. There is also an email fetching tool which allows you to fetch emails from other accounts using Gmail.
<https://support.google.com/mail/answer/21289?hl=en>
3. Google also provides best tips for forwarding to Gmail
<https://support.google.com/a/answer/175365?hl=en>

Go to your Mail settings and Accounts tab and add the address you are forwarding from to 'Send

mail as'. This is a new feature from user requests, where Gmail will detect that you forwarded from that account and help prevent displaying a phishing warning.

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