



You've Got Mail

Troubleshooting Guide

Registration & System Access

<p>Unable to activate and/or access digital mailbox</p>	<ul style="list-style-type: none"> • Make sure to use the email address originally provided to RSA in October 2020 when registering your brokerage. If this email is unknown to you, please contact Xerox at RXDigitalmail@xerox.com • Do not use any symbols or numbers in your chosen account name. • On the log in screen, there is a “Resend Verification Email” button in case the login fails and the account has not been yet verified • If you receive a firewall error message, ensure your system is not blocking the Xerox site • To update a vault email address, send an email to: can.rsa.it.support@xerox.com
<p>Have not received ‘verification’ email from Xerox to complete my activation</p>	<ul style="list-style-type: none"> • First, look out for an email from Xerox which may have landed in your spam folder. The verification email will only take a few minutes to get your email • On the log in screen there is a “Resend Verification Email” button if the login fails and Account has not been yet verified. • If you haven’t received a confirmation email after activating, please submit a ticket to Xerox support: can.rsa.it.support@xerox.com
<p>Forgot password / original password is not working</p>	<ul style="list-style-type: none"> • If the original password is not working you can reset it using the self-serve option underneath the login button • The system will ask you to change your password every 60 days
<p>Not seeing mail in digital vault</p>	<ul style="list-style-type: none"> • Make sure to use the email address originally provided to RSA in October 2020 when registering your brokerage. If this email is unknown to you, please contact Xerox at RXDigitalmail@xerox.com • You will receive an automated notification when items have been updated to your vault • If you have location(s) with P.O. Box address(es) please ensure that these locations are registered for receiving mail in the digital vault. To update your office mailing address provided in the broker survey or to add additional office mailing addresses, please email Xerox at can.rsa.it.support@xerox.com to inform them of the update(s) • If you are changing your address as the brokerage location is moving, please ensure you notify your RSM to update your policy documents with Logistics
<p>Seeing multiple duplicates of the same document</p>	<p>This issue was related to re-prints request that were then uploaded into the vault. If this issue continues then please email RXDigitalmail@xerox.com to open a ticket.</p>
<p>Received a mail item in error</p>	<p>Please email RXDigitalmail@xerox.com with the original file name and include details about the error.</p>
<p>Share folder option is not visible</p>	<ul style="list-style-type: none"> • Review the registration information that was originally provided to RSA to ensure it includes all of your brokerage locations • Where you have confirmed multiple folder access but are unable to see them in your vault, send an email to: can.rsa.it.support@xerox.com
<p>Unable to see all location folders in the vault</p>	<ul style="list-style-type: none"> • To ensure all documents are received, all locations must be registered • If you have not registered all locations, send an email to: can.rsa.it.support@xerox.com
<p>Only want to see Commercial (COM) mail files but they are mixed in with Personal (PER) mail files.</p>	<ul style="list-style-type: none"> • You can sort using the filter function: <ul style="list-style-type: none"> • In the Digital Vault folder, locate the filter field above the file display. The field contains “Filter Items (Alt+F)” within the window • Type the text to filter by in the Filter Items Field. In the example, the term “COM” is used • The file list will reload, and show only filenames that match the typed criteria
<p>Vault activity email notifications do not match up to the number of documents received in the vault or mail in the vault</p>	<ul style="list-style-type: none"> • With multiple users accessing one vault, you can set up your own digital vault notifications to alert of each change occurs in the vault, such as new content and deletions



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Quality Assurance

Scan quality is poor	<ul style="list-style-type: none"> Representative from Kodak reviewed the scan files and provided solutions to improve the output of scan quality (implemented Dec 10) The scan quality was set to 300 dpi, industry standard for scanning Scan changed from B&W to grey scale
File size is too large	<ul style="list-style-type: none"> Working on solution to reduce file size without impacting quality as a future enhancement
Documents are being loaded into the wrong folder (general vs. confidential)	<ul style="list-style-type: none"> System enhancements implemented for improve accuracy of document type identification To investigate, please send an email to: RXDigitalmail@xerox.com
Missing documents	<ul style="list-style-type: none"> To ensure all documents are received, all locations must be registered If you have not registered all locations, please send an email to: can.rsa.it.support@xerox.com If all locations are registered, and you are still missing documents, send an email to: RXDigitalmail@xerox.com
Liability cards (pink slips)	<ul style="list-style-type: none"> Liability cards are being sent by trackable courier Cards are shipped 24 hours after vault delivery via trackable ICS or Purolator If after 5 – 7 business days you are still missing any liability cards please engage the Xerox team via email RXDigitalmail@xerox.com

Service Level Issues

Have not heard back from Xerox after submitting a support ticket	<p>Technical Questions & IT Support: can.rsa.it.support@xerox.com</p> <ul style="list-style-type: none"> Anything related to system access issues <p>Operations: RXDigitalmail@xerox.com</p> <ul style="list-style-type: none"> Anything related to vault content <p>When submitting a support ticket:</p> <ul style="list-style-type: none"> Please provide: name, brokerage details, contact information with number and the description of the issue – Xerox will contact you directly Consider putting the nature of your inquiry in the subject of your email and include pertinent screenshots Remember that you can reset your password through the self-serve function found on the login screen Back log tickets are being triaged and addressed <p>Please note: Xerox has implemented a dedicated technical support desk for RSA Brokers. To ensure you receive a faster response to any technical issues please email: can.rsa.it.support@xerox.com</p> <p>Tickets previously opened with CAN.XGS.Server.Support@xerox.com will be triaged and addressed.</p>
Support ticket was closed with resolving issue(s) to level of satisfaction needed	<p>If your ticket was closed but the issue(s) was not resolved, re-submit your initial email with a “cc” to Tim Allen at timothy.allen@xerox.com with “Issue not resolved” in the subject line.</p>



For more resources – please visit our resource page at www.rsabroker.ca/digitalmail