

Gmail invalid email issue 🔑

What happened?

Google experienced an issue beginning on December 14, 2020 which resulted in gmail.com email addresses erroneously rejecting emails stating the address did not exist. The issue was resolved on December 15, however at least one contact in your application was impacted.

When Keap is informed that an email does not exist, the address is automatically marked as “Hard Bounce” and email cannot be sent to that address. Now that Google has resolved the issue, Keap has corrected contacts that were incorrectly marked as “Hard Bounce”.

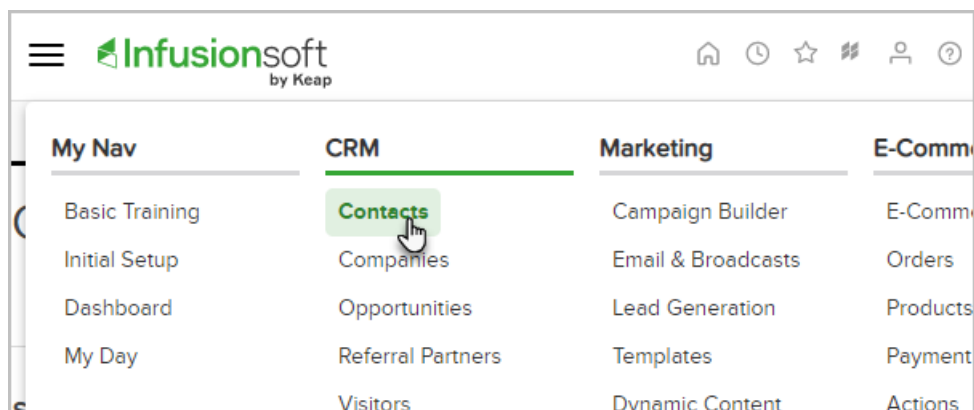
What do I need to do?

Any Broadcast or Automation emails sent on December 15 will need to be resent to your impacted contact.

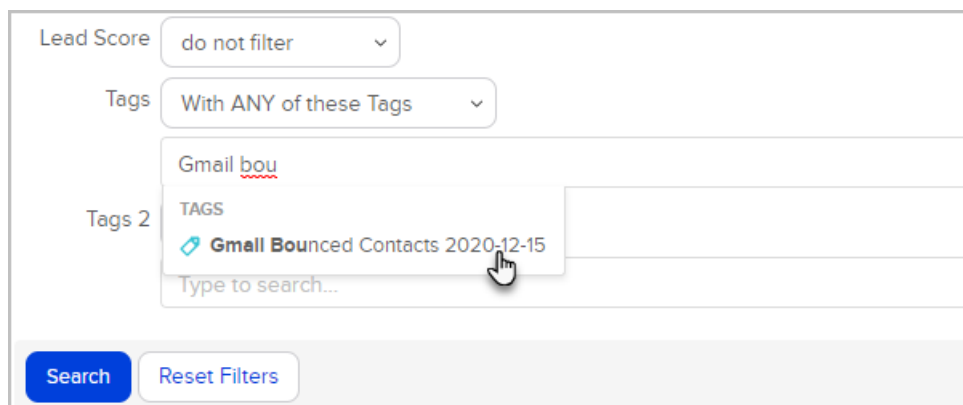
Keap has added a tag to each of your impacted contacts so that you can easily identify them.

View impacted contacts

1. Navigate to **Settings**



2. Select **Gmail Bounced Contacts 2020-12-15** as a Tag to include in your search



3. Click **Search**

Tags With ANY of these Tags ▼

Gmail Bounced Contacts 2020-12-15 ×

Type to search...

Tags 2 With ANY of these Tags ▼

Type to search...

Search Reset Filters

4. Your impacted contacts will be listed

Contacts

Criteria

With ANY of these Tags: Gmail Bounced Contacts 2020-12-15

Actions New Search Edit Criteria/Columns Save Print

☐ **2** results

5. Select any or all contacts to send them a broadcast