PREPARATION

Before creating your first campaign you need to go through a few questions:

- Is the organizational part taken care of?
- Do you use the latest LUCY version and updated all templates? Did you make sure to reboot after the update?
- Did you make sure that you have LUCY's IP or domain whitelisted at your receiving mail server?
- If you send the mails via LUCY: did you set a hostname for LUCY's mail server?
- Did you already reserve a domain that points to LUCY?
- Are the necessary ports open from and to LUCY?
- Is LUCY able to send mails correctly? This can be tested under support/test mail.
- Do you have the correct time/time zone set in advanced settings?
- Does your hardware meet the Requirements?
- Did you whitelist LUCY's domain/IP and did you make sure that mails don't end up in SPAM?
- Does your License meet the requirements for your campaign?