



# Emails from EPIC

EPIC will move to a cloud-based service on Saturday, September 10, 2022. This move requires a change to the EPIC email system.

All emails from EPIC accounts will continue to be sent from the unique wiley-epic.com email address associated with each EPIC account (example: YourName@wiley-epic.com). However, any replies to these emails will be delivered to an unmonitored mailbox and no longer forwarded to your personal email address. As a result, you will no longer receive bounce-back notifications if an email is undeliverable. The example below shows an email sent from EPIC to an Everything DiSC learner. Note that it is no different from today's experience.

**From:** Your Name <yourname@wiley-epic.com>  
**Sent:** Thursday, August 25, 2022 9:41 AM  
**To:** hbaig2000@noemail.com  
**Subject:** Your Name has registered you for: Everything DiSC Workplace Profile

## Everything DiSC Workplace Profile

This email will help you get set up to take the Everything DiSC Workplace Profile assessment.

First, you'll be asked to create an account with an email and password or sign into your existing account. Then, you'll proceed to the assessment. To get started, click the following link:

[Take my assessment](#)

If you have trouble using the link above, go to <https://www.wiley-epic.com> and enter the Access Code shown here:

#XXX#XXX#X

### Please note:

1. This is your personal Access Code. Do not share it or this e-mail with others.
2. Once you create your account credentials (email and password), you will use them to access any future Report(s) associated with your account.

If you have any questions, please contact:

Your Name  
555.555.5555  
yourname@yourcompanyname.com  
www.yourcompanyname.com

[Data Privacy](#)

## Auto-Reply Messaging

Since emails from EPIC will no longer be monitored, replies to an EPIC email will trigger the following auto-reply message directing the recipient to the proper contact.

**From:** Wiley Assessments <noreply@wiley-epic.com>  
**Sent:** Thursday, September 12, 2022 10:41 AM  
**To:** hbaig2000@noemail.com  
**Subject:** Thank you for reaching out

Thank you for reaching out! This mailbox is unmonitored.

For assistance, please refer to the email containing your access code, where you will find the proper contact information.

For assistance with Everything DiSC on Catalyst, please email the Catalyst Support Team at [catalystsupport@wiley.com](mailto:catalystsupport@wiley.com)

Note that the “proper contact information” for non-Catalyst access codes is pulled from the EPIC Settings tab on the *View/Edit Account Information* page. This tab has been recently modified. The *Report Cover Contact Information* section has new explanatory text that reads, “**Important:** Replies to EPIC emails will result in automated bounce back messages, informing the sender to contact you with the information below.” Also, note that the Contact Line 2 field is now required, and the example text to the right of the field suggests the field should contain an email address.

Personal Options  
View/Edit Account Information

**Note:** Required fields are indicated with \*

View Samples

Sample Report Cover:

Sample Welcome Page:

Report Cover Contact Information ?  
Enter up to seven (7) lines of text. Your contact information is displayed in the following locations:

1. The profile report cover
2. The signature block for email messages sent by EPIC to Respondents and Sub Accounts
3. The initial “Splash” page and final “Thank You” page on the Respondents’ online assessment website
4. The “Provided By” branding on MyEverythingDiSC accounts created by your Respondents

**Important:** Replies to EPIC emails will result in automated bounce back messages, informing the sender to contact you with the information below

Contact Line 1:	<input type="text" value="Your Name"/>	Ex: Contact Name
Contact Line 2:	<input type="text" value="yourname@yourcompanyname.com"/>	Ex: Contact Email
Contact Line 3:	<input type="text" value="Your Company Name"/>	Ex: Company Name
Contact Line 4:	<input type="text" value="Street Address"/>	Ex: Contact Address 1
Contact Line 5:	<input type="text" value="City, State Zip"/>	Ex: Contact Address 2
Contact Line 6:	<input type="text" value="555-555-5555"/>	Ex: Contact Phone
Contact Line 7:	<input type="text" value="www.yourcompanyname.com"/>	Ex: Company Website

## Whitelisting

Since the wiley-epic.com domain name is not changing, the Email Troubleshooting document in EPIC is still accurate. Any clients or learners who have already whitelisted this domain do not need to make any changes.