New Jersey Division of Developmental Disabilities

Email Validation – How to validate an email address

DDD IT Department

Introduction

iRecord will start validating the email address added to the system to ensure that the email address entered into the system is verified and is maintained by the intended recipient. This will help us to establish secured communication via email and send email to the verified recipient. In the near future, iRecord will send email to only those email addresses that have been verified. This document details the steps for an email recipient to validate their email address with the Division of Developmental Disabilities.

How to validate an email address

1. When an email address is entered into a DDD application such as iRecord, an email will be sent to that email address with a link to validate the email address.

2. DDD will send an email with a link to verify the email address as shown below:
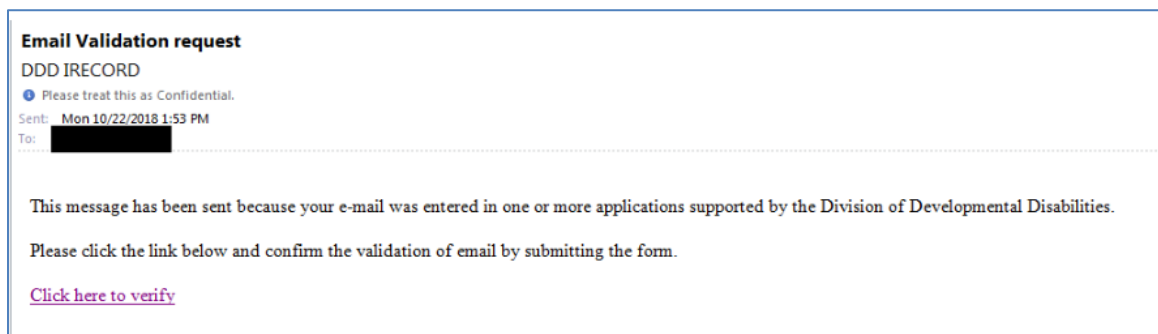
3. In iRecord, a Warning icon will be displayed next to the email field for emails that have not been verified as shown in the layout below, until the email address is validated:
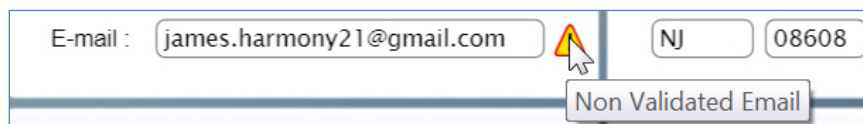
4. The recipient of the email will click on the link in the email. The user's default browser will open a new tab or window and display an anonymous page to validate the email, as shown below.

5. Enter the details in each fields; refer to the table below for the description of the field:

Field	Description
First Name	Enter first name of the user performing the email validation
Last Name	Enter last name of the user performing the email validation
Submit	Click on " ✔ " to submit the form

6. After entering the required information and clicking on submit, email will be validated and a confirmation message will be displayed.
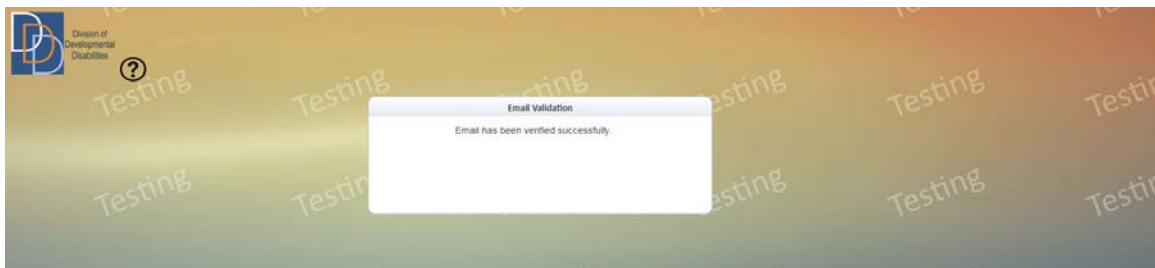
7. Once the email address is validated, the warning icon next to the email field in iRecord will no longer appear.

8. The link to validate email is valid for 7 days. On clicking a URL which is inactive (URL > 7 days old), depending on the type of email address, the following message will be displayed:

Email Recipient	Message
Participant or their contact	"URL is expired. Please contact the DDD IT helpdesk for receiving a new validation email"

Email Recipient	Message
Provider	"URL is expired. Please contact the Provider helpdesk for receiving a new validation email"
Staff	"URL is expired. Please contact the DDD IT helpdesk for receiving a new validation email"

How to request validation email to be resent

1. If the URL has expired, you can send a request to resend the validation email. The table below lists the point of contact to resend validation email:

Email Recipient	Point of Contact
Participant or their contact	DDD IT Helpdesk: <DDD.ITREQUESTS@dhs.state.nj.us>
Provider	Provider Helpdesk : <DDD.Providerhelpdesk@dhs.state.nj.us>
Staff	DDD IT Helpdesk: <DDD.ITREQUESTS@dhs.state.nj.us>

2. Once you submit a request to resend the email validation, the responsible party will resend the validation email to you.