

Troubleshooting Steps for Not Receiving Email Blasts

If you did not receive our recent email blast, please follow the steps below to troubleshoot the issue. These steps will help you work with your institution's IT department to resolve any delivery problems:

1. Check Your Spam or Junk Folder

Sometimes emails are mistakenly routed to spam or junk folders. Search your inbox using the subject line or sender's address.

2. Add Our Email to Your Safe Senders List

Ensure the sender email address (e.g., communications@example.org) is added to your safe senders or whitelist in your email settings. This helps prevent future messages from being blocked or redirected.

3. Ask IT to Whitelist the Sending Domain/IP

Provide the following to your IT department:

- **Sender email address:** communications@example.org
 - **Sending domain:** example.org
 - **Mail service provider (if applicable):** [Insert service name, e.g., Mailchimp, Constant Contact]
 - **Request:** Ask them to allow emails from this domain and ensure it's not being blocked by spam filters, firewalls, or security software.
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4. Confirm You're on the Mailing List

If you have opted out previously or changed email addresses, you may not be on the list. Contact [Insert contact person or email] to confirm or update your subscription.

5. Check for Email Quotas or Filters

Ask your IT department if:

- Your mailbox is full
 - There are filters that may route messages elsewhere
 - There are delays caused by institutional security checks or quarantines
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6. Provide an Alternate Email (Optional)

If issues persist, you may provide an alternate email address (such as a personal or non-institutional one) for important announcements.

Let us know once you've completed the steps above or if you'd like further assistance. We're happy to work directly with your IT department if needed.