

Having Trouble Receiving Our E-mails?

Having problems receiving our e-mails? We have a few suggestions that might help.

(PLEASE NOTE: This document is static, so while we try our best to give you the most up-to-date information, you may need to check with your e-mail software company, or device manufacturer for the most current how-to.)

The best method to be sure you receive our messages is to add us to your "SAFE SENDER" or "SAFE RECIPIENT" list. If you don't know how to do this with your mail program, see below for the link to the support page you need. If that does not work, or you don't want to do that, the other option is just to retrieve the message from your SPAM or JUNK folder. Below are some tips for the most popular e-mail programs.

Apple Mail

1. Find the message in the JUNK FOLDER
2. Move it to the INBOX
3. Add our e-mail address to your Apple Mail Address Book.
 - a. You can add our e-mail address by opening the message, right-click on our e-mail address (the sender) then click (regular left-click) on "Add to Contacts." This should prevent future messages from going astray.

Still not working? [\(Apple Support Page\)](#)

On an iPhone

1. Find the message in the JUNK FOLDER
2. Move it to the INBOX
3. Add our e-mail address to your Apple Mail Address Book.
 - a. You can add our e-mail address by opening the message, tap on our e-mail address (the sender) then tap "Create New Contact" to add it into your Address Book.

Still not working? [\(Apple Support Page\)](#)

AOL Webmail

1. Find the message in the SPAM FOLDER
2. Open the message
3. Click the "OK, Not Spam" button

Still not working? [\(AOL Support Page\)](#)

Gmail

1. Find the message in the SPAM FOLDER
2. Right-click the message
3. Click on "Not spam"

OR

1. Find the message in the SPAM FOLDER
2. Click on the message once
3. Click on the NOT SPAM button above the messages

Still not working? ([Gmail Support Page](#))

Outlook and Outlook.com

1. Find the message in the JUNK FOLDER
2. Right-click the message
3. Scroll down to the word Junk (there should be another menu from there)
4. Click on NOT JUNK

Still not working? ([Outlook Support Page](#))

Yahoo! Mail

1. Find the message in the SPAM FOLDER
2. Right-click the message
3. Click on NOT SPAM

Still not working? ([Yahoo! Support Page](#))