

## Problem: I am not receiving any emails from CAPLA.

### Problem Definition

A CAPLA member does not receive emails, including:

- Username or Password emails
- New invoice notification
- Order Summary emails

These emails may have been moved into a spam or a bulk email folder. It is possible that spam blockers may misinterpret CAPLA emails as spam. Check your spam or bulk email folders to see if any CAPLA emails may have been placed there. Spam or bulk email folders may also include a quarantine area that only IT (Information Technology) personnel can access and configure.

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## Solutions

- Use Solution 1 & 2 if you're not receiving any emails from CAPLA.
  - Use Solution 2 & 3 if you're not receiving any CAPLA e-bulletin emails.
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### Solution #1

Have your Information technology team add the following "safe sender" web addresses:

- [www.caplacanada.org](http://www.caplacanada.org)

This is sometimes known as "white-listing the domain"

\*\* Confirm the email address CAPLA has on file for you. CAPLA system emails are only sent to the login/email address that you use to sign into the CAPLA "Members Only" area.

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### Solution #2

To ensure email deliverability from CAPLA, add [kari@caplacanada.org](mailto:kari@caplacanada.org) email address to your safe senders list in Microsoft Outlook.

How do I add someone to my safe senders list in Microsoft Outlook?

Microsoft has instructions for adding a sender to your safe senders list.

<https://support.office.com/en-US/article/overview-of-the-junk-email-filter-5ae3ea8e-cf41-4fa0-b02a-3b96e21de089>

\*Note: Members using a Hotmail, Gmail or a Yahoo email account can also choose to white list the [office@caplacanada.org](mailto:office@caplacanada.org) email by adding it to the safe sender list accessible within the email service. Here is an article that explains how to do this on each service:  
<http://onlinegroups.net/blog/2014/02/25/how-to-whitelist-an-email-address/>

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**Problem: I am not receiving the weekly CAPLA e-bulletin emails.**

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### **Solution #3**

Confirm you are registered to receive CAPLA e-bulletins. CAPLA e-bulletins are delivered using a specialized service. If you are not receiving the CAPLA e-bulletins, ask your information technology team to review ConstantContact.

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