Why am I not receiving emails?

Michael C. - 2023-02-15 - FAQs

You may find you did not receive an email sent through MemberNova. There can be a few reasons for this:

- Email was received in the spam folder.
- Unsubscribed from MemberNova emails in error.
- Extra security with receiving emails (White List).
- Email returned an error in the past and became blocked.

Please click on the above links to learn about each issue.

Email was received in the spam folder

To help prevent junk emails taking up room in your Inbox, most email clients have a Spam or Junk folder. At times MemberNova emails could end up in this folder depending on your email settings or the content of the email received. Please check your Spam or Junk folder for the missing email. If found, please open the email and look for a option named "Not Junk". By clicking this, it will mark the email not as spam in the future.

The best option is to add @membernova.email to into your email client's safe sender list. This way if you receive any emails from @membernova.email, it will never go into your spam folder.

Unsubscribed from MemberNova emails in error

When you read an email from MemberNova, there is an link which allows you to "Unsubscribe". At times users have clicked on this in error and unsubscribed from all emails. To subscribe back to emails:

1. Login to the Members Area.
2. Click the **Edit My Profile** button.
3. Click on the **Communication** tab.
4. Edit the section where it says **No** to be opted in or receive emails.
5. Change it to **Yes** and click **Save**.

Extra security with receiving emails (White List)

At times your email address may have extra security on it. This is normal for work email addresses. When you receive an email, it goes through extra security. If it thinks the email is spam, it deletes it without you knowing. To correct this issue please add "@membernova.email" to the "White List". If you do not know how to do this,

please contact your email administrator.

Email returned an error in the past and became blocked

In the past you could have been sent an email through MemberNova and your email client sent a error message back to MemberNova saying your email address is invalid. Because of this MemberNova would add your email to a "Blocked List", this way no other emails will be sent to a bad email address. To resolve this issue, please contact the organization and ask them to remove your email address off of the blocked list.

Note

If you are the organization's administrator, you can learn more about the Blocked List by reading the article named Email Blocked List.

Related Content

- How to unsubscribe from emails
- How to use the email blocked list