



How to Make Sure You Receive Our Emails

Quick Guide



Why this matters

Important emails such as confirmations, invoices, password resets, and announcements can sometimes land in Spam or Junk folders. Following the steps below will help ensure our emails always reach your inbox.

Quick Fix (Recommended for Everyone)

1. Open one of our emails (check Spam/Junk if needed)
2. Click 'Not Spam' or 'Move to Inbox'
3. Reply to the email or add the sender to your contacts

Gmail (Computer or Phone)

1. Open the email
2. Click the three dots (■) or tap the sender's name
3. Select Add to Contacts

Yahoo Mail

1. Open the email
2. Copy the sender's email address
3. Go to Contacts → Add New Contact → Paste email → Save

Outlook/Hotmail

1. Open the email
2. Click the three dots (■) → Add to Safe Senders
3. If needed: Settings → Junk Email → Safe Senders → Add

Phone/Apple Mail

1. Open the email
2. Tap the sender's email at the top
3. Tap Add to Contacts

Android (Gmail App)

1. Open the email
2. Tap the sender's name
3. Tap Add to Contacts

Still not receiving emails? Please contact us and let us know which email provider you're using so we can assist further.