

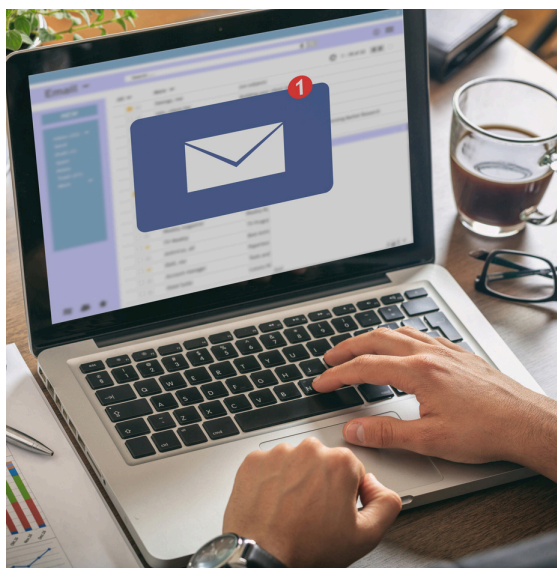
# EMAIL WHITELISTING INFORMATION

## Problem: You are not receiving any emails from LEMAC

A LEMAC member does not receive emails including:

- username and password emails
- new invoice notification
- order summary emails
- e-bulletin and other newsletter issues

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



## Solution 1

Have your IT 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 LEMAC has on file for you. The LEMAC system emails are only sent to the login/email address that you use to sign into the LEMAC “Members Only” page.

(403) 831-3446  
office@caplacanada.org



## Solution 2

To ensure email deliverability from CAPLA, add the following email addresses to your safe senders list in Microsoft Outlook:

- office@caplacanada.org
- robert@caplacanada.org
- justine@caplacanada.org
- iana@caplacanada.org

**Frequently Asked Question: How do I add someone to my safe senders list in Microsoft Outlook?**

Microsoft Outlook has instructions for adding a sender to your safe senders list [here](#).

Please note that members using a Hotmail, Gmail, or Yahoo email accounts can also choose to whitelist the email addresses above by adding it to the safe sender list accessible within their respective email services. [Read this article which explains how to do this on each email service.](#)



## Solution 3

Confirm that you are subscribed to receive LEMAC e-bulletins and newsletters. LEMAC uses a third-party service to send out e-bulletins and other newsletter issues. If you are not receiving these communication materials, ask your IT team to review and approve communication received from Constant Contact.