Why am I not receiving IIDA INDIANA Emails?

Email security has increased for many companies and for some members, messages from IIDA INDIANA are blocked or flagged as suspicious.

If you are having trouble receiving emails from IIDA INDIANA, try these steps:

1. **Check your other/spam/junk folder**
   Log in to your email account and check that our emails have not gone to your other or spam folder. If you find that our emails have filtered into this folder, mark them as "Not spam." Please visit the support page for your mail provider if you do not know how to unmark emails as spam. If our emails are in your other folder, select Rules and then "Always move messages from IIDA Indiana" to inbox.

2. **Make sure we have your correct email address**
   [Add yourself](#) to the IIDA INDIANA e-mailing list.

3. **Whitelist communications@iidaindiana.org**
   Email Provider
   - Whitelisting an email address ensures that emails sent from that specific address reach your inbox, and not your junk or spam folder. Please visit the support page for your mail provider and search for instructions to add "safe senders" to the whitelist.

   Email Security Programs
   - Certain firewall and intrusion prevention security programs can interfere (or block) emails. This is less likely to affect web-based email programs, like Gmail or Yahoo and more likely to affect desktop-based email programs (e.g. Outlook) because they sit behind the firewall for an operating system or network.
   - Please visit the support page for your security program and search for instructions to add "safe senders" to the whitelist. Please note that some security programs prompt you to restart your computer to allow changes to take effect.

   Then, contact IIDA INDIANA, communications@iidaindiana.org to test your email address after whitelisting through your email provider and/or email security program.

4. **Contact your IT Department**
   If you are unable to edit your email security program preferences, please reach out to your IT department to have them add communications@iidaindiana.org to your safe senders list. Then, contact IIDA INDIANA, communications@iidaindiana.org test your email address after whitelisting through the support of your IT Department.

We look forward to being in touch!