

## **Are you having trouble receiving our emails?**

Please take these steps below and reach out if you have any questions.

- 1. Check Spam/Junk Folder**

Search for emails from our domain (@alacritysolutions.com and/or @namic.org) in your spam or junk folders. If found, mark them as “Not Spam” to help train their filters.

- 2. Add Us to Safe Senders List**

Add our sending email address and domain to your email client’s safe sender or whitelist settings.

- 3. Ask IT to Review Email Filtering Rules**

Have your IT department check if any security filters, firewalls, or quarantine systems are blocking or flagging our emails. They may need to whitelist our domain or IP addresses.

- 4. Check for Email Forwarding or Rules**

Sometimes inbox rules or forwarding settings can redirect emails away from the inbox. It’s worth reviewing these settings.

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*If your IT team needs more technical details (like our sending IPs or DKIM/DMARC records), we’d be happy to provide that.*