Please* Check Your Spam Filter or Junk Mail Folder

If you email us and don't receive a response within 24 hours, **please, check your spam filter, junk mail folder**, or whatever email software you use to filter out spam!

Services like **Gmail, Outlook.com and Yahoo!** Mail block email to protect you from unwanted or malicious email such as phishing, scams and spam. In this case, they are mistaking some email that you want for email that you don't want.

We might get emails from clients about not having received any replies to their emails. We answer EVERY email, so if you don't get a reply from us it means that the email has been swallowed up somewhere along the line. Here are the most common causes we have discovered:

- Spam filters have dumped our email replies in a client's spam folder, blocked them from getting through, or just plain out deleted them. We have know way of knowing if this has happened until we get a complaint from a client saying we haven't replied to their emails.

- Emails have might been bounced by the client's email server because their email Inbox is full.

- Emails have been bounced by the client's email server because the server suddenly doesn't know who they are. In these cases we usually try to re-send the email and, after 2 or 3 attempts, it often (finally) gets through.

- The client's email address has a typo in it and so it doesn't get delivered to them.

Please remember, **we WILL answer** your email and /or support ticket and typically within 24 hours (or less). If you don't receive a reply from us, **we are NOT ignoring you**.   It means that something has happened to our reply after it has left our mail server.

===========================

Whitelist an email address with Gmail, Outlook or Yahoo! Mail

Here are some helpful **YouTube tutorial videos**:

Gmail - http://tinyurl.com/j6vzd6a

Yahoo! Mail - http://tinyurl.com/hssknkv

Microsoft Outlook - http://tinyurl.com/hy29bvx

Mozilla Thunderbird - http://tinyurl.com/htxcz3o