How to Ensure You Receive Emails

If you are not receiving emails, the following steps will ensure your notifications and email settings are configured correctly to resolve the issue:

1. Make sure your profile settings are set to receive emails from your organization.

2. If your organization has sent an email and you haven't received it, check your SPAM folder.

3. If the email is not in your SPAM folder, log in to the **email provider's website**. The spam folder often doesn't completely sync to other apps such as Apple Mail or Android email apps.

4. If you have recently updated your email, you MUST follow the instructions in the verification email to verify the new email. You will NOT receive any emails until it is verified.

5. Lastly, be sure that you have **notifications@yourcluburl.com** and **accounts@crossbar.org** in your email contacts. Email providers generally do not send email to SPAM folders if coming from a known email contact.

If you still do not receive emails from your club, please reach out, and we're happy to further investigate!