

# E-mail Deliverability Issues

If you are expecting to receive an e-mail from Jlive and its not appearing in your e-mail inbox, there are few things you can do.

## Check the spelling of your e-mail address

Sometimes people type their e-mail address in wrong. Please make sure to type it in correctly. You may want to register a second time just in case. If you accidentally register twice and need a refund, just message the event organizer and they can double-check and assist you.

## Check SPAM

First, please check your SPAM folder. If you see our e-mails in SPAM, then you can mark them as NOT SPAM.

## Whitelist our e-mail addresses

Whitelist the following Jlive e-mail addresses in your e-mail service.

- `noreply@jlive.app`
- `support@jlive.app`
- `marketing@jlive.app`
- `info@jlive.app`
- `help@jlive.app`

### How to whitelist on Gmail

1. Log in to your Gmail account.
2. Click the gear icon in the top-right, and select Settings.
3. Click the **Filters and Blocked Addresses** tab
4. Click **Create at New Filter**.
5. In the pop-up window, enter the email address you want whitelisted in the From field. If you want a whole domain whitelisted, you can just enter the domain (ie, "`@jlive.app`" but see above for the list).

6. Click **Create filter**.
7. Check "Never send it to Spam".
8. Click **Create filter**.

If this doesn't work, then check the official Gmail Help Documentation

### **How to whitelist on iCloud (.me)**

1. Log into your iCloud webmail account [HERE](#)
2. Click the 'Actions/Settings' gear icon, usually in the sidebar
3. Click 'Add a Rule'
4. Set the filter, if a message is from our email sending addresses then  
    move to your inbox.
5. Click 'Done'

If this doesn't work, then check the official iCloud Help Documentation

### **How to whitelist on Outlook**

1. Log in to your Outlook Inbox
2. At the top of the page click Settings > Mail.
3. Under Option, select Block or Allow
4. To add an entry to Safe senders and recipients, enter the email address or domain that you want to mark as safe in the Enter a sender or domain here text box, and then press Enter or select the Add icon The Create new folder button next to the text box. For example, to mark all email from addresses that end in contoso.com as safe, enter contoso.com in the text box.

To mark a specific person as safe, enter that person's full email address. For example, to mark all messages from the e-mails listed above as safe)

5. (Optional) Select the Trust email from my contacts check

box to treat

email from any address in your contacts folders as safe.

6. Select Save to save your changes. If this doesn't work, then check the official Outlook Help Documentation

## **Check company firewall and SPAM settings**

Its possible that your company or organization has certain firewall or SPAM settings configured by the IT department. To resolve this, you can request your IT or technical team whitelist the following IP addresses:

149.72.92.23
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