

## Why have I stopped receiving ISCPA emails?

Email security has increased through the development of data protection and how it relates to cybersecurity. Predictive technology systems flag suspicious messages to prevent potential malware, phishing, and other breaches of data privacy. Due to heightened email security, it is possible your email provider has blocked our domain.

If you are not receiving our emails, please use the following steps to identify and solve the issue.

### Check your spam/junk folder

Check that our emails have not gone to your 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 email provider if you do not know how to unmark emails as spam.

### Check your email preferences

Log in to your ISCPA account on our website ([www.iacpa.org](http://www.iacpa.org)) and verify that you are opted-in to receive emails associated with your interests.

At the top of the ISCPA homepage, click Login. Enter your login information. From the MY ISCPA dropdown list, go to My Profile. Click on Manage Communications. If you make changes, click on the SAVE MY PREFERENCES button at the bottom of the page.

### Whitelist [iacpa@iacpa.org](mailto:iacpa@iacpa.org)

Add [iacpa@iacpa.org](mailto:iacpa@iacpa.org) to your safe senders list

- 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 email provider and search for instructions to add "safe senders" to the whitelist.
- Email Security Program - 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.

### 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 [iacpa@iacpa.org](mailto:iacpa@iacpa.org) to your safe senders list.

### Change your primary email address

Change the primary email address on your account to a personal email (e.g. Gmail, Yahoo). AOL Mail is not recommended due to high deliverability issues with this email provider.