Why Am I Not Receiving Emails from NCOPE Tracker?

NCOPE Tracker - Director/Mentors Resources · https://ncope.org/index.php/docs/why-am-i-not-receiving-emails-from-ncope-tracker/

NCOPE Tracker's mail delivery server has over a 99% delivery rate. In the event an email is not received by a resident, director, or mentor; *it rarely has anything to do with NCOPE Tracker or any of NCOPE's systems*. The primary reason email messages are not received is due to organization policy (set by the organization responsible for your email address) or mail filtering defined by the user in their email settings. **NCOPE cannot resolve issues with residents, mentors, or directors' mail servers and it is their responsibility to work with their IT support to address this issue.**

- Email Troubleshooting
  - Allow up to 4 hours for a message to be received
    - This allows adequate time for most mail servers to scan messages and move the message from quarantine to the user's mailbox.
  - Look in your junk/spam folder and see if the message was filtered to that folder.
    - Be certain to clearly identify "This message is not spam" to help ensure future delivery.
  - Review your mail rules/policies and ensure
    - The domain "ncope.org" is added to your whitelist (allowing messages from all ncope.org email addresses).
    - NCOPE transactional email addresses are added to your whitelist:
      - residency@ncope.org
      - ncopetracker@ncope.org
  - Communicate with your IT support team member(s) responsible for supporting your email system.
    - If you use Gmail, Yahoo, or another free service your support options may be limited.