

Instructions for troubleshooting SignUpGenius email delivery

Occasionally SignUpGenius has problems with email providers completely blocking an email because they think it's spam (that means it won't even show up in the spam folder).

If they are not getting the emails even in the Junk folders, this may be because gmail (or even other email programs, if applicable) may be blocking the emails from even getting to the individual's account in the first place. What needs to be done in that case is to add info@signupgenius.com to the Contact List, or the Safe Senders List or however that email program needs to identify the addresses from which the individual wants the emails to always come through.

So if it's never even making it to the Promotions tab, they need to make sure our info@signupgenius.com address is whitelisted so it will be allowed into their inbox.

For Gmail users: Gmail has added tabs to your inbox, and you may find the email from us under the "Promotions" tab. If you do not want future emails from SignUpGenius to go to the promotions tab, all you have to do is drag and drop it into the other tab. Another way to do this is to right-click a message while viewing your inbox.