

## **Here are some reasons (in no particular order) why a member might not receive club emails:**

- no longer a member
- have a new email address, but did not update their Sun City website profile
- opted out of the club emails in their Sun City website preferences
- the member blocked club emails in their email settings
- full mailbox
- internet provider blocked the emails (thought that the emails were spam)
- When emails bounce 5 times in a row, the website software puts that email address on permanently undeliverable status and does not even attempt to send to that email address anymore. The reason for this is that email providers might consider us spam if we continue sending to an address that they are bouncing.

## **Residents not getting any CA or club or neighborhood emails?**

A new "opt out" link appears in all emails sent by the Community Association. This link allows residents to opt out of emails sent by the Community Association. The problem is that all email from the Community Association--whether club, neighborhood, or CA email--comes from the same email address, and opting out of one means opting out of all of them.

If you have stopped receiving **all** email from the CA, it is most likely due to opting out via this link. To fix this, you will need to contact the Member Services Department (948-7720) or the IT Department to remove this administrative email block.

The better way to change what emails you receive is through the Email Preferences settings on the "[My Preferences](#)" page.