

## I AM NOT RECEIVING EMAILS!

I will start off by saying that email troubles have been with us for a long time. Hard for me to recall a week that didn't go by without having to check and/or explore why some members stopped getting their emails. The problem is not unique to Golf Genius nor with Unknown Golf, and as far as I know, both are formatting their emails to conform with reliable sender rules. The problem is that, of course, the spammers also learn these rules, and it becomes a game of Whack-A-Mole. It almost makes no sense that you can be receiving emails all along and then it stops – I wish I knew, although its clear that email administrators are doing their best to stop spammers from doing their dirty deeds.

**UPDATE.** I recently learned there is a setting, which as a system administrator, I cannot see nor have the ability to change. Unknown Golf takes account security seriously so only you can see and modify the setting to UNSUBSCRIBE from emails. The default is to subscribe but there is a chance this setting changed somehow. The following link illustrates how to unsubscribe but of course the opposite action can also be made to subscribe. <https://help.unknowngolf.com/article/lwe28pgq8b-how-can-i-unsubscribe-from-receiving-communications>. You can stop reading now if you find this is the issue.

It's encouraging that most emails get through but we can take one more step to assure that they do. And that step is to let your email provider know that you recognize and approve receiving these emails. Sounds easy but there are a couple details to note.

First for those using "web-mail" which means you access your account through a browser or perhaps an app that is from the same provider. This could be gmail or yahoo for example. Gmail is probably easiest because the only step needed is to create a Google Contact named Unknown Golf and give it an email address of "[notification@unknowngolf.com](mailto:notification@unknowngolf.com)". With yahoo or others, add an entry in the address book as above. And it may also simply work to find an Unknown Golf email in your spam folder and mark it "not spam".

A more complicated scenario comes from using a third-party app to access your email. In my case, I had comcast back east and kept this account but began using a Thunderbird email app to access. A similar scenario could be using Outlook to access your sbcglobal account. Too many to list, but in this case, we definitely need to make the address book entry with your email provider (in these cases, comcast and sbcglobal). If we don't, our emails can get bounced before ever showing up in our app. But it will mean accessing your account with their web-mail option. When finished with that, it also makes sense to add it to the address book in your app as well – yes, this means two times! We want both the email server and your local app to know you approve receiving these emails. I understand the above is not something that many of you have never done – so below is advice from my AI friend.

Another thought to pass along – and that is to check your spam folder now and then. The above addresses our golf emails but I have often found real messages getting tagged as spam. As I've noted before, any email with an embedded link becomes suspicious (although it certainly makes our sign up easier).

Finally, and if all the above is too much, the option still exists to sign up through our OHGC.net website. Click the Unknown Golf Clubhouse button and you'll see EVENTS. The default is "Registered" but you can change this to "All" to see upcoming events, or click into your Community for more information. Registering for an event this way is the same as clicking the link in the invitation email.

## AI Overview

To add a contact to an address book, use the "People" or "Contacts" section in your email/phone app, click "New Contact," fill in the details, and save. In Outlook, select the People icon, click "New Contact," and fill in the details. For Android, open the Contacts app and tap Add (+), while Gmail allows saving by clicking "Add to Contacts" on a sender's profile.

### How to Add Contacts to Common Address Books:

- **Outlook Desktop**: Click the "People" icon (bottom left), select "New Contact," enter details, and click "Save and Close".
- **Outlook on the Web (Outlook.com)**: Go to the People module, click "New contact," enter information, and click "Create".
- **Gmail**  
Open Gmail, click the "Contacts" icon (right side panel), then click "Add a contact". Alternatively, hover over a sender's name in an email and click the "Add to Contacts" icon.  
**Android Devices**: Open the "Contacts" app, tap the "Add" (+ icon) button, and enter the details.  
**Apple Mail**: Open an email, click the sender's name, choose "Add to Contacts," edit details, and click "Done".  
**Thunderbird**: Use the Address Book tab and select "New Contact," or click "Add to Contacts" from a received email via the context menu.

### Tips for Specific Situations:

- **Adding Multiple Contacts (Gmail)**: Use the "Create multiple contacts" option in Google Contacts to paste a list of names/emails at once.
- **External/Shared Contacts (GoDaddy/Exchange)**: Use the Exchange admin center, select "Contacts," and "Add a mail contact".
- **Adding via Email**: In most systems, right-clicking an email sender's name and selecting "Add to Contacts" or "Save Contact" is the fastest method.
- **Safe Senders (Outlook)**: To ensure emails go to the address book and not spam, go to Settings > Mail > Junk email and add to "Safe senders".