

There are lots of different reasons that you might not be receiving our emails even if you've signed up to our mailing list and confirmed your email address.

We use Marketing Cloud to send out our campaign emails so that our subscribers can manage their preferences themselves and make sure what they receive is relevant to them. Marketing Cloud is an industry-standard service, but like all things, it's not perfect. Find out how to resolve some of the common issues below.

## I'm not receiving your emails after confirming my email address

Sometimes, email applications see emails sent from Marketing Cloud as spam or junk and stop them from being delivered to your inbox. When this happens, we need to help the email application learn that these are not unwanted messages.

This will depend on what email application you use to manage your email account, but most folders will either be called **Junk** or **Spam**. Check any folders that have a name similar to this and see if the email is in there. You may be presented with an option to mark the email as not junk or spam otherwise, you can drag the email into your main **Inbox**.

To help stop this happening in the future, it's a good idea to try and do what's referred to as **whitelisting** our email address. This effectively adds our email address as a safe sender and your email application knows to accept emails from us in the future.

*Campaign Monitor* has a great article showing how to whitelist email addresses in different email applications:

- [Apple Mail \(OS X and iOS devices\)](#)
- [Outlook](#)
- [Outlook.com](#)
- [Yahoo! Mail](#)
- [Gmail \(Webmail and mobile\)](#)
- [Android \(Default client\)](#)
- [Windows Live Desktop](#)
- [AOL Mail](#)