

**If you have Verizon/AOL/Yahoo Email and you are not receiving our emails:**

**These are some tips you can try to resolve the issue:**

This is an issue with Verizon identifying the town's email domain (@actonma.gov or @acton-ma.gov) as spam and blocking the emails. First step is for you to check your spam folders.

If it is timely (you need a Zoom link for a program about to start), check to see if link is posted on the COA website. This is usually for those programs hosted by the COA zoom link, not presenters who are using their personal link.

If link is not posted, call us (or email) with another email account we could send it to (such as free account through gmail).

To fix the problem, we recommend you change your settings to allow emails from us to get through. You should go to Verizon "My Verizon" account online and follow the steps provided by following this link: <https://www.verizon.com/support/knowledge-base-200868/>

You can also contact Verizon customer service, either online chat or over the phone (1 800 837 4966).

Another option is attending a Computer Club meeting and ask for help from someone there (2<sup>nd</sup> and 4<sup>th</sup> Wednesday of each month at 1:30).