What do I do if my employees aren’t receiving their emails?

Purchases For Your Team · https://training.fairhousinginstitute.com/docs/my-employees-arent-receiving-their-welcome-emails-what-do-i-do/

First, please verify that the email has been spelled/entered correctly with no spaces, including at the end of your email address. A space after the email address will cause it to not be recognized by the LMS. If you or your team continue to have difficulty receiving emails from FHI Academy, you may need to whitelist our domain: *@fairhousinginstitute.com*. The emails may be getting blocked by your email server.

If you have an IT department, speak with them and put in a request.

If you don’t have an IT department, you can usually add domains as being safe through your email settings. Every email provider is different. Here are instructions to whitelist some of the most common email providers. Just choose your provider to access the instructions.