

Ensuring Delivery of LCLD Emails

For many email communications, LCLD utilizes Campaign Monitor, an email service that streamlines the process of sending emails to a large volume of recipients. From time to time, however, emails sent through this service may get caught by recipients' employer spam firewalls, which often have strict settings. With the most sophisticated ones, the emails may not even show up in a recipient's spam folder.

To ensure that you receive LCLD emails, please complete the following steps:

1. Add the following email domains to your safe sender list: @cmail19.com, @cmail20.com, and @lclldnet.com.
2. Ask your IT department to carry out the safelisting actions listed here: <https://help.campaignmonitor.com/whitelist-campaign-monitors-addresses>.
3. As employers may update company-wide firewall settings, consider checking once a year that you are still receiving LCLD emails. If they are getting blocked, repeat steps 1 and 2 as needed.

Workaround:

LCLD is happy to add your personal email address (e.g., Gmail, Hotmail, etc.) to the appropriate email distribution list at any time. We recommend this especially if you continue to experience delivery issues after carrying out the actions above, or if your employer updates its firewall settings frequently. We typically do not have spam issues with personal email addresses.

For questions regarding LCLD email communications, or to submit your personal email address to a distribution list, please contact Chenoa Forrester, LCLD Programs Specialist, at cforrester@lclldnet.com.