

ALERTNOW: Late Email Notices

Many parents are reporting that AlertNow email notices are arriving late.



When Canton asks **AlertNow** to send out a massive email broadcast, it is similar to requesting spam, in the sense that we are sending out over 1200 emails in bulk. At home, your spam filters are set up to catch massive emails and block them. **AlertNow** does recognize that the email was denied by the email server and, in that case, sends another. This cycle of sending emails, having them blocked, and sending another can go on for hours before one gets through. This cycle results in the email delays Canton's parents have been reporting. Firewalls and network security settings are computer-specific and also contribute to email delays.

When Canton parents are using a variety of different email services, each of them has a different way to allow junk mail to get through. Therefore we can't give directions for one, easy fix. If you are having trouble with the emails, you will need to "white list" the domains from **alertnow.com** that arrive in your email or spam box, such as **@alertnow.com** and **@alertnowlogin.com.**, allowing you to receive the emails more efficiently. You can do this through your individual email security settings. For example, if you have Yahoo.com as your server, you might need to go into your spam folder, find the **alertnow.com** email, and mark the email "This is not spam."