

TO ENSURE THAT YOU GET CORRESPONDENCE FROM ROCK BROOK AND CCB

Please check your personal settings on CCB to allow email. Information regarding RBfK will come through an email.

AND check your SPAM settings...

Many email service providers and internet service providers have SPAM filters to keep out unsolicited email. Due to the volume of users we have, Church Community Builder sends a lot of email. This occasionally causes email service providers to interpret our emails as SPAM.

To make sure that you can receive our email sent on your behalf, you can "whitelist" email sent through Church Community Builder. **Whitelisting means** that you set up your email software to accept incoming email from a specific email address or domain, overriding your email service provider's SPAM filter.

Church Community Builder uses several email addresses for communication with users. Therefore, the most effective way to make sure that you receive our email is to whitelist the entire domain. Depending on the exact email service or program you are using, whitelisting a domain may be done by entering something like one of the following:

ccbchurch.com

@ccbchurch.com

*ccbchurch.com

In the event that your email service or program cannot whitelist entire domains, we would suggest you add these individual addresses to your whitelist:

notifications@ccbchurch.com

returns@ccbchurch.com

no-reply@ccbchurch.com