



Probus Club of Cabarita & Breakfast Point Inc

Email Problem Solving Guide

How we communicate with members

The club sends information to members via the website (advertisements for specific events/activities and reports, meeting agendas and minutes). The website uses an application called WordPress and members need to be subscribed to this application to receive emails.

The most common reason for not receiving emails is that emails sent to you are being caught in your computer "junk" or "spam" filters. Another reason can be that sometimes glitches occur. For example, you are receiving information from one source but not the other.

Often members are able to correct these problems themselves. This guide is intended to help you to identify why you aren't receiving information and how to correct this.

We've listed the 4 most common problems below and the page no. where you'll find a solution.

No.	PROBLEM	PAGE
1.	Emails from the Probus Club of Cabarita & Breakfast Point are being caught by your computers junk or spam filters.	2
2.	Not receiving information from the website e.g advertisements about upcoming activities e.g meetings, walks of interest	3
3.	Website email notification settings are incorrect	5
4.	All WordPress emails are blocked for your email address.	7

Problem 1: Emails from the Probus Club of Cabarita & Breakfast Point are being caught by your computers junk or spam filters.

This means that while the email is being sent to you, your computer is automatically moving it out of your inbox into your junk/spam folder. Different email programs handle this in their own way.

Solution

To the right of your emails list will be a list of your email folders including inbox, sent items, outbox etc. One of these folders will be called either Junk or Spam.

1. Click on the 'junk' or 'spam' folder to see if you can locate any emails sent from "Probus Club of Cabarita & Breakfast Point Inc".
2. If you can see an email from "Probus Club of Cabarita & Breakfast Point Inc" in this folder, please right click the email and mark it as not spam or not junk.

Problem 2: Not receiving information from the website (e.g. notification of upcoming meetings / outings e.g walks of interest

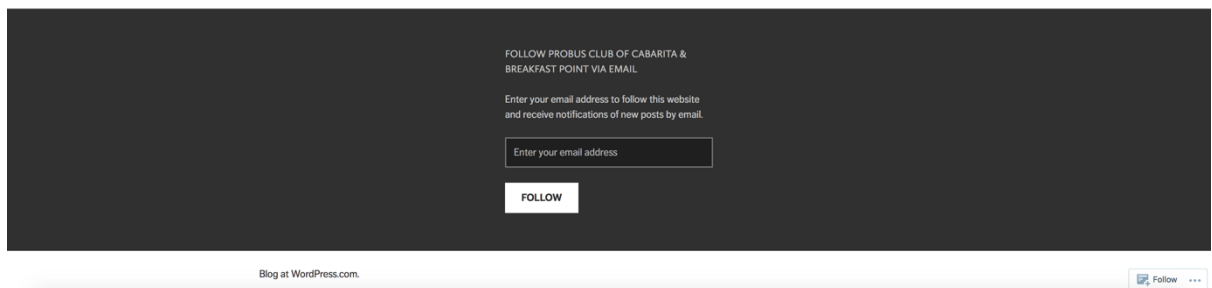
Reason: Your email address is not subscribed to the website.

This can occur if a glitch occurred when you signed up or if the incorrect email address was entered.

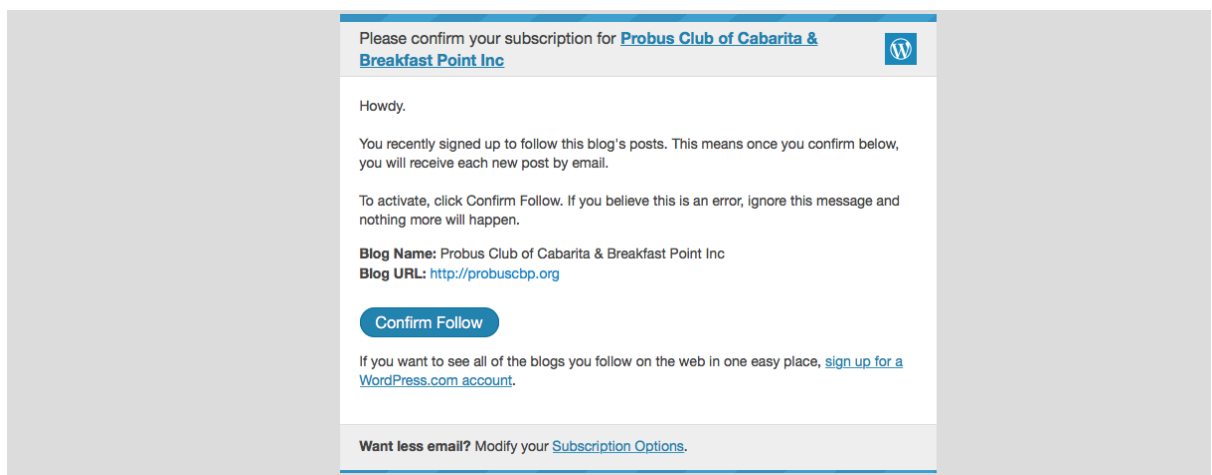
Solution

To sign up again please follow these steps:

1. Open up the Probus Club of Cabarita & Breakfast Point website
<https://probuscbp.org>
2. Scroll to the bottom of the page



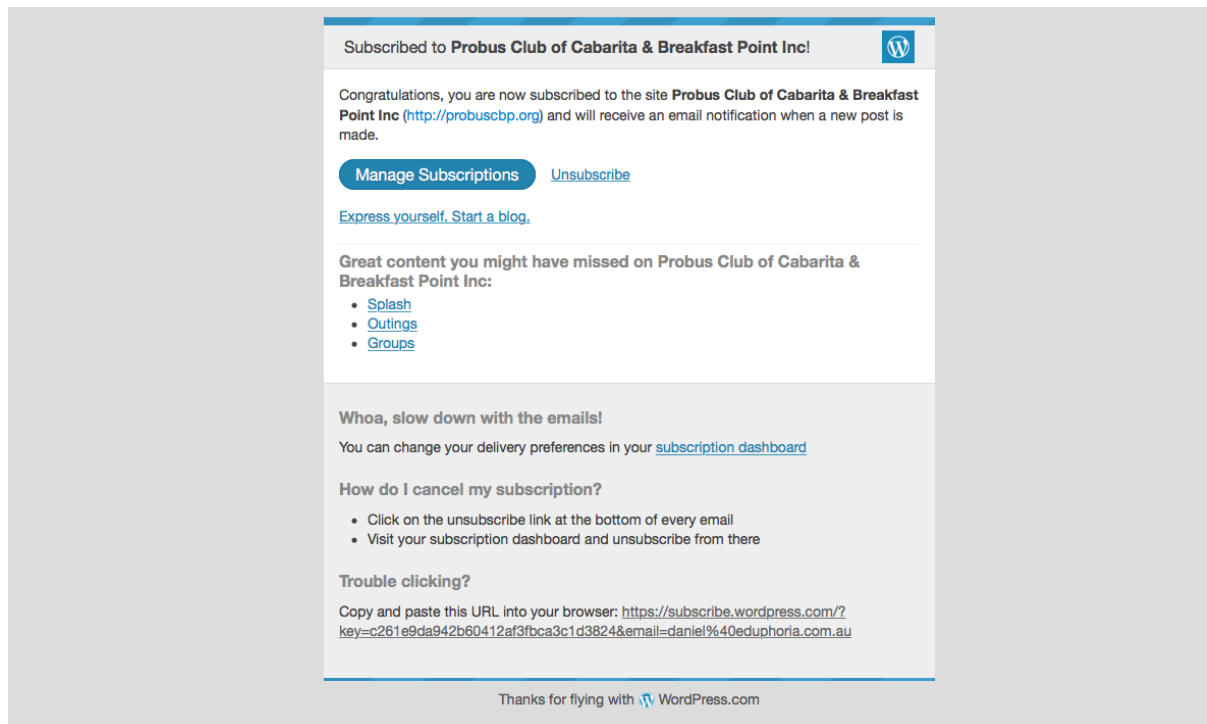
3. Enter your email address
4. Click Follow
5. You will receive an email from “Probus Club of Cabarita & Breakfast Point Inc” asking you to confirm your subscription



6. In the email click 'Confirm Follow'
7. This will take you to the subscription web page
8. Please make sure that the Delivery Frequency is set to 'Immediate' otherwise you risk not receiving emails.

9. Click 'Save Changes'

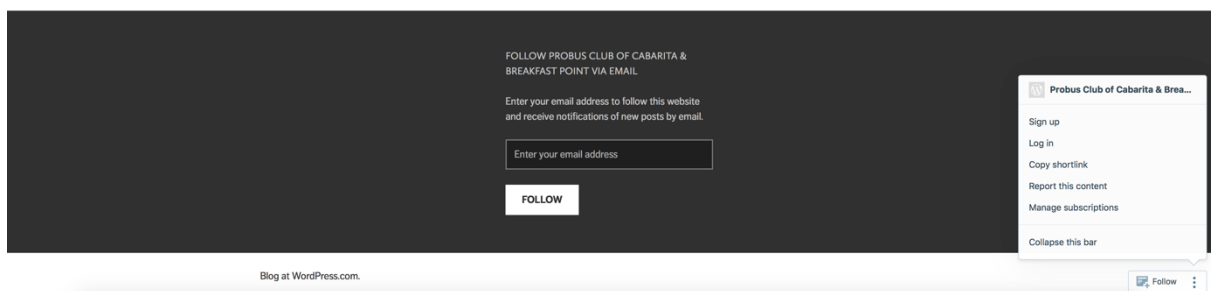
10. You will receive an email confirming your subscription



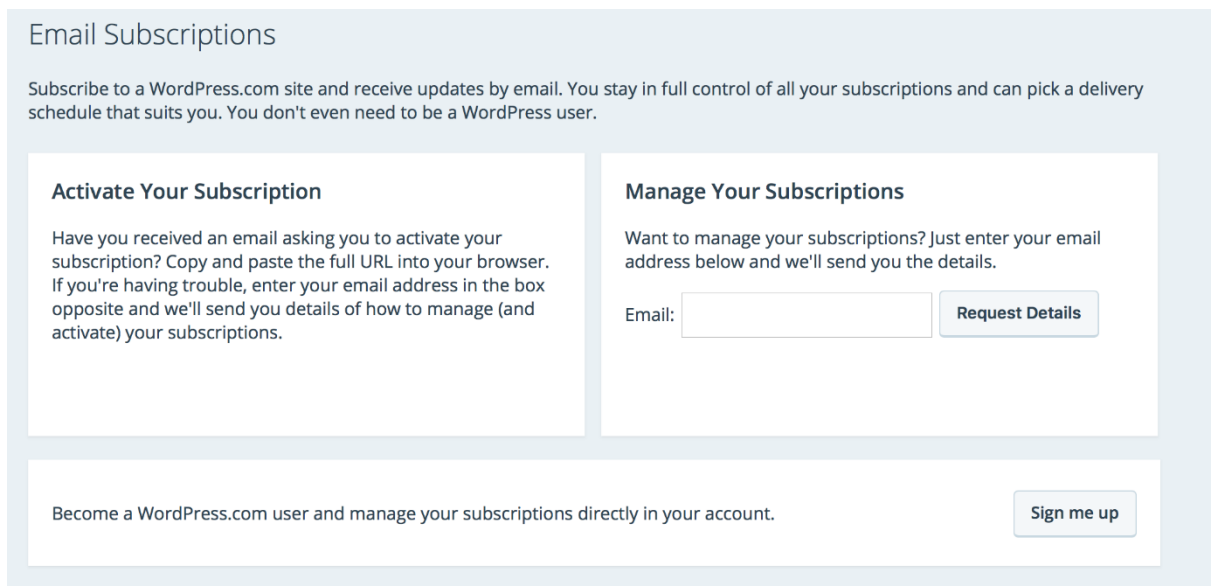
Problem 3. Website Email notification settings are incorrect.

If you've undertaken the steps in the solutions above, and still aren't receiving emails from the website, then this may be associated with your email address on the Probus Club of Cabarita & Breakfast Point website preventing emails from being sent to you. We are unable to change these settings due to privacy, but you can follow these steps to adjust the settings yourself:

1. Open up the Probus Club of Cabarita & Breakfast Point website <https://probuscbp.org>
2. Scroll to the bottom of the page.
3. Click the three dots at the bottom right of the site and then click manage subscriptions



4. Enter your email address in the field and click Request Details



- WordPress.com will now send you an email with the subject [Subscribe] Your Subscription Details.

WordPress.com

[Subscribe] Your Subscription Details

To:

Manage your [WordPress.com](#) subscriptions by clicking this link or copying it into a browser:

<https://subscribe.wordpress.com/?key=ffc38bf3d7cba0788cf3f02dfac0a0b0&email=daniel%40elementaryit.com.au>



[WordPress.com](#) | Thanks for flying with [WordPress.com](#)!
[Manage Subscriptions](#) | [Express yourself. Start a blog.](#)

Trouble clicking? Copy and paste this URL into your browser: <https://subscribe.wordpress.com>

- Click the link in the email to take you to your subscription preferences

Subscription Management

Sites (1) Comments (0) Settings

[Log in](#) to your WordPress.com account to more easily manage your subscriptions. Don't have an account? [Create one here.](#)

This is the management page for following blogs. You will receive an email at daniel@elementaryit.com.au whenever a new post is made on these sites. Unfollow a blog to stop receiving emails from that blog. Go to *Settings* to stop receiving all emails from WordPress.com.

Bulk Actions ▾ Apply

<input type="checkbox"/> SITE	DELIVERY FREQUENCY	FOLLOWED ON	UNFOLLOW
<input type="checkbox"/> Probus Club of Cabarita & Breakfast Point Inc	Immediate ▾	August 27, 2018	Unfollow
<input type="checkbox"/> SITE	DELIVERY FREQUENCY	FOLLOWED ON	UNFOLLOW

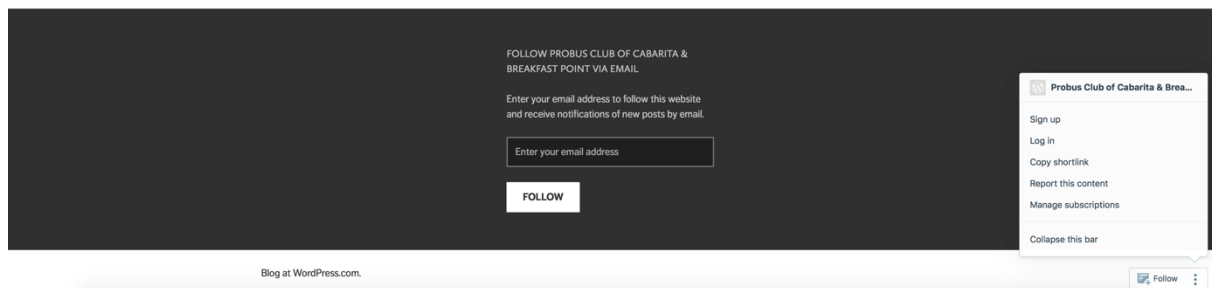
[Save Changes](#)

- You will see the site Probus Club of Cabarita & Breakfast Point Inc in the list
- The setting to look at is the Delivery Frequency which needs to be set to Immediate.
- Once this setting has been adjusted click *Save Changes*

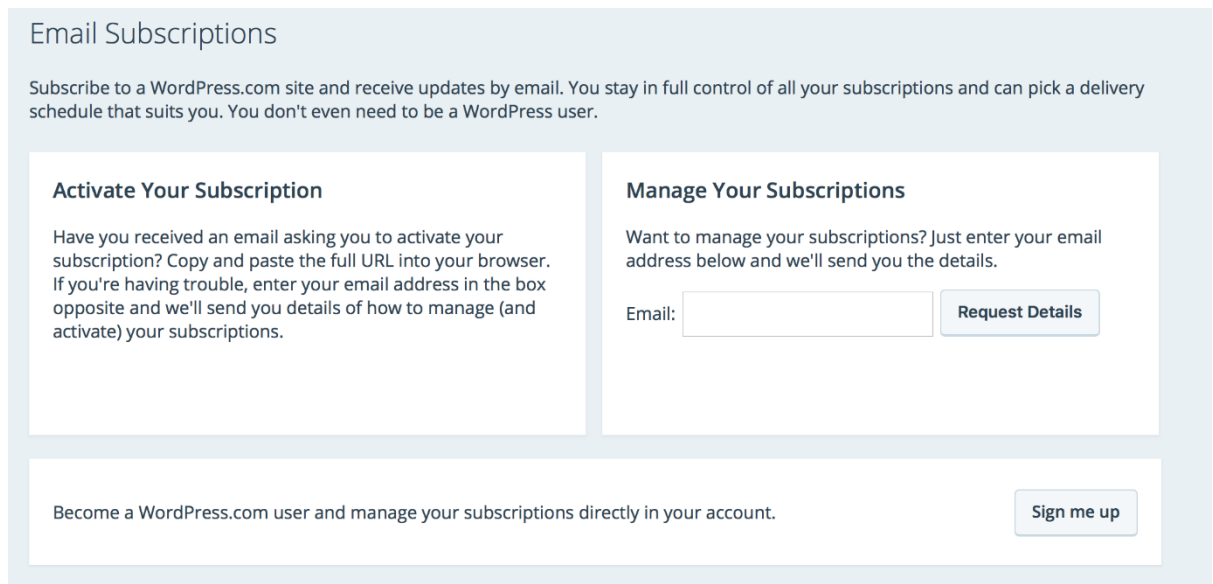
Problem 4. All WordPress emails are blocked for your email address.

Due to the fact that the site emails using WordPress, if you have blocked a previous WordPress site then all WordPress sites can get blocked from sending you emails. It has also been noticed that this has sometimes occurred at a domain level e.g. any emails ending with @bigpond.com. We are unable to change these settings due to privacy, but you can follow these steps to adjust the settings yourself:

1. Open up the Probus Club of Cabarita & Breakfast Point website <https://probuscbp.org>
2. Scroll to the bottom of the page.
3. Click the three dots at the bottom right of the site and then click manage subscriptions



4. Enter your email address in the field and click Request Details



5. WordPress.com will now send you an email with the subject [Subscribe] Your Subscription Details.

WordPress.com

[Subscribe] Your Subscription Details

To:

Manage your WordPress.com subscriptions by clicking this link or copying it into a browser:

<https://subscribe.wordpress.com/?key=ffc38bf3d7cba0788cf3f02dfac0a0b0&email=daniel%40elementaryit.com.au>



WordPress.com | Thanks for flying with WordPress.com!
[Manage Subscriptions](#) | [Express yourself. Start a blog.](#)

Trouble clicking? Copy and paste this URL into your browser: <https://subscribe.wordpress.com>

6. Click the link in the email to take you to your subscription preferences

Subscription Management

Sites (0) [Comments \(0\)](#) [Settings](#)

[Log in](#) to your WordPress.com account to more easily manage your subscriptions. Don't have an account? [Create one here.](#)

This is the management page for following blogs. You will receive an email at daniel@elementaryit.com.au whenever a new post is made on these sites. Unfollow a blog to stop receiving emails from that blog. Go to *Settings* to stop receiving all emails from WordPress.com.

You are not actively following any blogs.

If you are expecting to see blogs that you are following here please check that you used the same email address and that they are not still pending.

7. Click on settings

Subscription Management

[Sites \(0\)](#) [Comments \(0\)](#) [Settings](#)

[Log in](#) to your WordPress.com account to more easily manage your subscriptions. Don't have an account? [Create one here.](#)

This is the follow settings page for daniel@elementaryit.com.au.

EMAIL FORMAT:

DELIVERY WINDOW:
When choosing daily or weekly email delivery, which time of day would you prefer?

SUBSCRIBED EMAIL ADDRESS:

BLOCK EMAILS: Block all email updates from blogs you're following on WordPress.com

8. Remove the tick from 'Block all email updates from blogs you're following on WordPress.com'
9. Once this setting has been adjusted click Save Changes
10. Return to the probus website and follow the steps to follow the site once again

Acknowledgement: The Probus Club of Cabarita & Breakfast Point acknowledges the work undertaken by Elementary IT in the development of this guide.

Revised: 03/2021