

NOT RECEIVING OCEAN EMAIL NOTIFICATIONS

THIS QUICK GUIDE CUSTOMERS ARE THE STEPS FOR CUSTOMERS NOT RECEIVING OCEAN EMAIL ALERT NOTIFICATIONS

It is important to note that clinic notification emails are important and not blocked as they may contain important information related to patient care or administrative tasks. Email notification from OceanMD could potentially be blocked by your Internet Service Provider (ISP) without your knowledge.

Common Scenarios

1. OceanMD email notifications to receivers misdirected into receivers' junk/spam folder resulting in delayed care.
2. OceanMD email notifications being blocked by receivers Internet Service Provider without knowledge of receiver.

Steps to solve:

You can follow the following strategies to address this:

1. Check spam/junk folder - Regularly check your spam or junk folders for emails that may have been incorrectly filtered.
2. Patient does not receive email - If your patient/s are not receiving the email ask them to provide an alternate email.
3. Whitelisting - You can whitelist the email address from which clinic notifications are sent to ensure that emails are not mistakenly marked as spam.

See this [link](#) for a common “how to” guides on whitelisting.

- Gmail
 - Outlook (web)
 - Outlook (desktop app)
 - Apple Mail
 - Yahoo
 - AOL
4. Contact the Provider Support - Contact your internet service provider for assistance if you suspect that emails are being blocked.