



Tips and Hints on How to Receive Email Notifications from Raiders Hockey Club

In efforts to help families receive email notifications from Raiders Hockey Club, we have put together this document with some tips and hints to improve your chances of receiving important updates from the Raiders Hockey Club during evaluations and the rest of the season.

Evaluation emails/notifications are being sent by our evaluation software OneClickEvals (OCE) and most all other communications from the Raiders Hockey Club will come from our Administrator, Lynne Cook.

Here are some recommendations we are making based on web searches, clients' experiences, etc:

- 1) Whitelist the addresses "notifications@1click.software" and "administrator1@raidershc.ca":

You can do this by adding the address to your contact list, or making a filter that will send all emails from this address to your Inbox before the junk status is applied. There are hundreds of email applications out there so we cannot provide instructions on how to do that for each one. Many resources are available on the web for each of the email applications. Please search Google for "*how to whitelist an email address in XXX*" where XXX is the email application that you are using, like "Outlook", "Gmail", "Yahoo", "AOL", etc. Here is a link that covers some of these email applications...

<https://clean.email/blog/email-security/how-to-whitelist-an-email>

- 2) Look in your junk/spam folder - if the emails are there, please mark them as "NOT JUNK"

- 3) There might be a setting on your email application that AUTOMATICALLY deletes any emails that go to the JUNK/SPAM folder. Please check your Trash/Deleted folder and see if they ended up there. Go the junk/spam settings in your application and see what the settings are and change them accordingly. If they are not in the deleted folder, it's possible that a "permanent" delete setting can just delete them and not even put them into the delete/trash folder.

- 4) For Shaw accounts only, if all else fails, CLOSE your email app, and open the Shaw webmail at <https://webmail.shaw.ca/>, login there and check your emails. If they are received there but disappear when your mail opens in your laptop/phone, then you know that there is some setting that needs to be changed in your laptop/phone. For support, please Shaw directly to help change this setting to allow emails to be received.

IF EMAIL STILL DOES NOT WORK, PLEASE CHECK THE WEBSITE FOR ALL EVALUATION UPDATES FOR YOUR PLAYER

