

Troubleshooting Email Problems

If you believe you are not receiving emails from the NLN:

- Check your member profile on the NLN website (www.nln.org/membership) to verify your email address and other information is current. The NLN has many email lists targeting different groups. Be sure you are not *opted out* from a publication you wish to receive.
- Make sure NLN emails are not caught by the spam filter on your computer. Spam filters have different names depending on the software, i.e., spam, junk, etc. If you use Microsoft Outlook check the “Junk E-mail” folder and make sure there are no rules set for redirecting NLN emails from your inbox.
- You may need to add www.nln.org to your pre-approved list. Some email programs require the user to add recipients to a list in order to get emails from them.
- If you work for an organization such as a school of nursing, contact your IT department and ask them to “white list” the NLN domain (nln.org). Also ask them to make sure emails from the NLN are not blocked by their mail server. As a test, if you have a personal email address (such as Gmail or Yahoo mail) you can update your NLN profile with your personal email address. If you start receiving emails from the NLN, the problem at your work email address is most likely a spam blocker.
- The NLN checks regularly with the major Internet Service Provider (ISP) to make sure our domain is “white listed.” However, if you get your Internet connection from an ISP such as AOL, Time Warner, or Comcast, you can contact that ISP to make sure NLN emails from the NLN are not blocked by them.
- If you unsubscribed from all NLN emails in the past, you can email membership@nln.org and ask to subscribe again. The membership department can also check that your email is included on a specific list.