

It has been reported that numerous members have not been receiving the Weekly Email and or the Pop Up Ride emails.

The issue is not with the sending party. If your email of record is accurate, that is the email address you had originally provided (*at sign up on the National sign up Application*) is used in your Officer's distribution email list.

If you have changed to another email account/address and have not provided that information to your 1st or 2nd Officer, you are at fault for not communicating the change in contact information! You would understandably not receive the emails!

There are several reasons other than incorrect contact information that may inhibit email receipt/delivery none due to your Officer's actions.

The following are possible reasons for your email delivery's being interrupted, blocked or auto-deleted for some of the more common email platforms. All mail services are similar and it is often a setting or security permission issue only you can address. The highlighted areas are the most common issues!

Note: If you are relying on your smartphone for email delivery your phones settings, permissions, must allow for synchronization with your email account to receive the emails. If not you may not get all emails!

REMEMBER IF YOU HAVE NOT CLEANED OUT YOUR INBOX, TRASH, ETC. AND YOUR ALLOTTED MEMORY IS EXHAUSTED (FULL) NO FURTHER EMAILS WILL BE DELIVERED!!!!

GMAIL

Most Gmail delivery failures happen because the message is filtered, blocked, or the account has run out of storage. The underlying causes are usually fixable once you know where to look.

The most common reasons Gmail stops delivering to the inbox

Below are the issues most frequently cited by Gmail support and independent diagnostics, along with the evidence.

1. Email was flagged as Spam

Gmail's spam filter is aggressive, and legitimate messages often get misclassified. Messages sent to Spam never appear in the inbox unless manually corrected. Evidence: Gmail commonly redirects expected messages to Spam, and marking them as *Not Spam* retrains the filter.

2. Filters or rules are moving or deleting the email

A filter with "Skip Inbox," "Archive," or "Delete" will silently divert messages. Evidence: Gmail settings can automatically move or delete messages based on filters you've created, intentionally or not.

3. Sender is blocked

If the sender is on your blocked list, Gmail discards their messages entirely. Evidence: Blocked senders' emails never arrive until unblocked.

4. Your Google account is out of storage

When your 15 GB shared quota (Gmail + Drive + Photos) is full, Gmail rejects all new mail. Evidence: Gmail stops sending and receiving when storage is exhausted.

5. Email is landing in another tab (Promotions, Social, Updates)

Gmail's tabbed inbox often routes messages away from Primary, making it look like they never arrived. Evidence: Messages frequently appear in non-Primary tabs even when expected in the main inbox.

6. Sync issues on mobile or desktop apps

If the Gmail app isn't syncing, messages may be delivered to the account but not shown on the device. Evidence: Gmail sync errors prevent sending and receiving until fixed.

7. Temporary Gmail service issues

Rare, but outages can delay or prevent delivery. Evidence: Google's Workspace Status Dashboard reports occasional disruptions affecting email delivery.

8. Internet connection problems

If the device can't load new data, it may appear as though messages aren't arriving. Evidence: Poor connectivity is a common cause of missing or delayed email loading.

? Quick diagnostic checklist

Use this order for fastest results:

1. Check **Spam**, **Trash**, and **All Mail**.
2. Look at **Promotions/Social** tabs.
3. Review **Filters & Blocked Addresses**.
4. Check **Google Storage** usage.
5. Test on another device or browser.
6. Verify **Gmail sync** is enabled on mobile.
7. Check **Gmail service status**.

AOL

Most often, AOL mail fails to reach the inbox because of *filters, spam classification, blocked senders, or full mailbox storage*. Other common causes include server outages, incorrect email settings, or browser/app issues.

The main reasons AOL mail won't deliver to an inbox

1. Spam or Junk filtering

AOL frequently routes legitimate messages to **Spam** if its filters flag them. Users often find missing emails there. Marking them as *Not Spam* helps retrain the filter.

2. Email filters or rules

If the user has created filters, AOL may automatically move messages to another folder or delete them. Misconfigured rules are a very common cause of “missing” inbox mail.

3. Blocked senders

AOL's “Block All Senders Except Contacts” setting or a manually blocked sender will prevent delivery entirely. Checking the Blocked Senders list is essential.

4. Mailbox full

AOL accounts have **1 TB** of storage, but if the mailbox is full or nearly full, new mail will not be delivered. Attachments count heavily toward this limit.

5. AOL server outages

Temporary outages or heavy traffic can delay or stop delivery. These issues usually resolve on their own.

6. Incorrect IMAP/POP/SMTP settings

If the person uses an email app (Outlook, Apple Mail, etc.), wrong server settings or outdated authentication can prevent mail from syncing to the inbox.

7. Internet or device issues

A weak connection, outdated browser, corrupted cache, or malfunctioning app can stop new mail from appearing. Clearing cache or updating the browser often fixes this.

8. Security lockouts or password issues

If AOL detects suspicious activity, it may temporarily block incoming mail until the user signs in again or resets their password.

Quick checklist to diagnose the issue

- Check **Spam** and **Trash** folders.
- Review **Filters** and **Blocked Senders**.
- Confirm mailbox **storage** isn't full.
- Verify **server settings** if using an app.
- Try signing in via **web browser** to rule out app issues.

- Check for **AOL service outages**.
- Clear browser/app **cache** and update software.

OUTLOOK

Most often, Outlook stops delivering mail to the inbox because of spam filtering, rules, offline mode, storage limits, or server issues. Below is a complete breakdown of every major cause confirmed by Microsoft and other authoritative sources.

? The Most Common Reasons Outlook Won't Deliver Mail to the Inbox

1. **Email is being filtered into Junk or "Other"**

Outlook's spam filters frequently redirect legitimate mail into **Junk Email** or the **Other** tab instead of the main inbox. Microsoft's spam filtering can misclassify normal messages, especially from new senders or messages containing certain keywords.

2. **Outlook is in Work Offline mode**

If Outlook shows **Working Offline**, it cannot sync new messages from the server. This is one of the most common user-side causes.

3. **Internet connection issues**

A weak or disconnected internet connection prevents Outlook from refreshing and pulling new mail.

4. **Microsoft server outages**

If Outlook.com or Microsoft 365 has a service disruption, mail may be delayed or fail to appear. Checking the Microsoft 365 Service Status page can confirm this.

5. **Mailbox storage is full**

If the mailbox has reached its storage limit, new messages will not be delivered until space is cleared. This is a common cause in older accounts or accounts with large attachments.

6. **Inbox rules moving mail automatically**

Rules may be set—intentionally or accidentally—to move, delete, or categorize incoming mail before it reaches the inbox. This includes:

- Move to folder rules
- Delete rules
- Mark as read rules

These can silently redirect mail.

7. Blocked senders list

If the sender is on your **Blocked Senders** list, Outlook will automatically divert their messages to Junk or delete them.

8. Corrupt Outlook profile or cache

A damaged profile or corrupted cache can stop new mail from appearing even though it exists on the server. Clearing the Roam Cache folder or creating a new profile often resolves this.

9. Account password or authentication issues

If your password was changed or the account was locked due to unusual activity, Outlook may stop syncing.

10. Security or sending restrictions

Microsoft may temporarily restrict an account suspected of spam-like behavior, preventing normal mail flow.

11. Server-side issues with the sender

Sometimes the sender's mail server is experiencing delays, DNS issues, or retrying delivery. This can cause delayed or missing messages.

? Quick Diagnostic Steps

1. Check **Junk Email** and **Other** tabs.
2. Confirm Outlook is **Online**.
3. Test your **internet connection**.
4. Log into **Outlook on the web** — if mail appears there, the issue is local to the Outlook app.
5. Check **blocked senders** and **rules**.
6. Verify **mailbox storage**.
7. Check **Microsoft 365 Service Status**.
8. Restart Outlook or rebuild the profile.

YAHOO

The most common reasons Yahoo Mail stops delivering messages to someone's inbox are misconfigured account settings, spam filtering, blocked senders, storage limits, or server issues.

Below is a clear, structured breakdown of every major cause confirmed by authoritative sources, along with what each one means and how it stops delivery.

1. Account Settings That Block Delivery

Several Yahoo Mail settings can silently prevent emails from reaching the inbox:

- **Blocked addresses or domains** — If the sender or their domain is on your block list, Yahoo will reject or divert their mail.
- **Reply-to address set incorrectly** — If a wrong reply-to address is configured, some replies may never reach your inbox.
- **Email filters** — Filters can automatically move or delete incoming messages before you see them.

2. Spam or Junk Folder Misclassification

Yahoo's spam filter may incorrectly classify legitimate messages as junk. This is one of the *most common* reasons for missing mail.

3. Full Storage

Yahoo Mail provides large storage, but if it becomes full, **new messages cannot be delivered at all**. A full inbox stops all incoming mail until space is cleared.

4. Account Security Restrictions

Yahoo may temporarily restrict incoming mail if it detects unusual activity or if the account was inactive or recycled. In some cases, password-reset or verification emails will not be delivered until the user signs in again.

5. Email Forwarding

If forwarding is enabled, messages may bypass the inbox entirely and go to another address. This is a frequent cause when users believe they "aren't receiving" mail.

6. Sender-Side Problems

If your settings are correct, the issue may be with the sender:

- They may have typed your address incorrectly.
- Their provider may be blocking Yahoo or experiencing delivery failures.

7. Yahoo Server Issues

Occasionally, Yahoo Mail experiences outages or maintenance that temporarily delays or blocks delivery. This is less common but documented.

8. Network or App Problems

Sometimes the issue is not Yahoo itself:

- Corrupted browser/app cache
- Outdated Yahoo Mail app
- Poor internet connection

These can prevent new messages from appearing even though they were delivered.

Quick Diagnostic Checklist

If Yahoo Mail isn't receiving messages:

1. Check **Spam**, **Trash**, and **All Mail**.
2. Review **blocked senders** and **filters**.
3. Confirm **storage space** is available.
4. Verify **reply-to** and **forwarding** settings.
5. Log in from a computer and send yourself a test email.
6. Check **Yahoo server status**.
7. Ask the sender to confirm your address and check their bounce messages.