

TROUBLESHOOTING: MISSING CONFIRMATION EMAIL ISSUE



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- VIP Only Part 5
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Didn't receive your confirmation email?

Here Are the Two Most Common Reasons

The confirmation email is in your Spam or Junk Folder.

Your email provider may have blocked our email from reaching your inbox.

If you are facing this issue, Here's a simple, **step-by-step guide** to help resolve this.

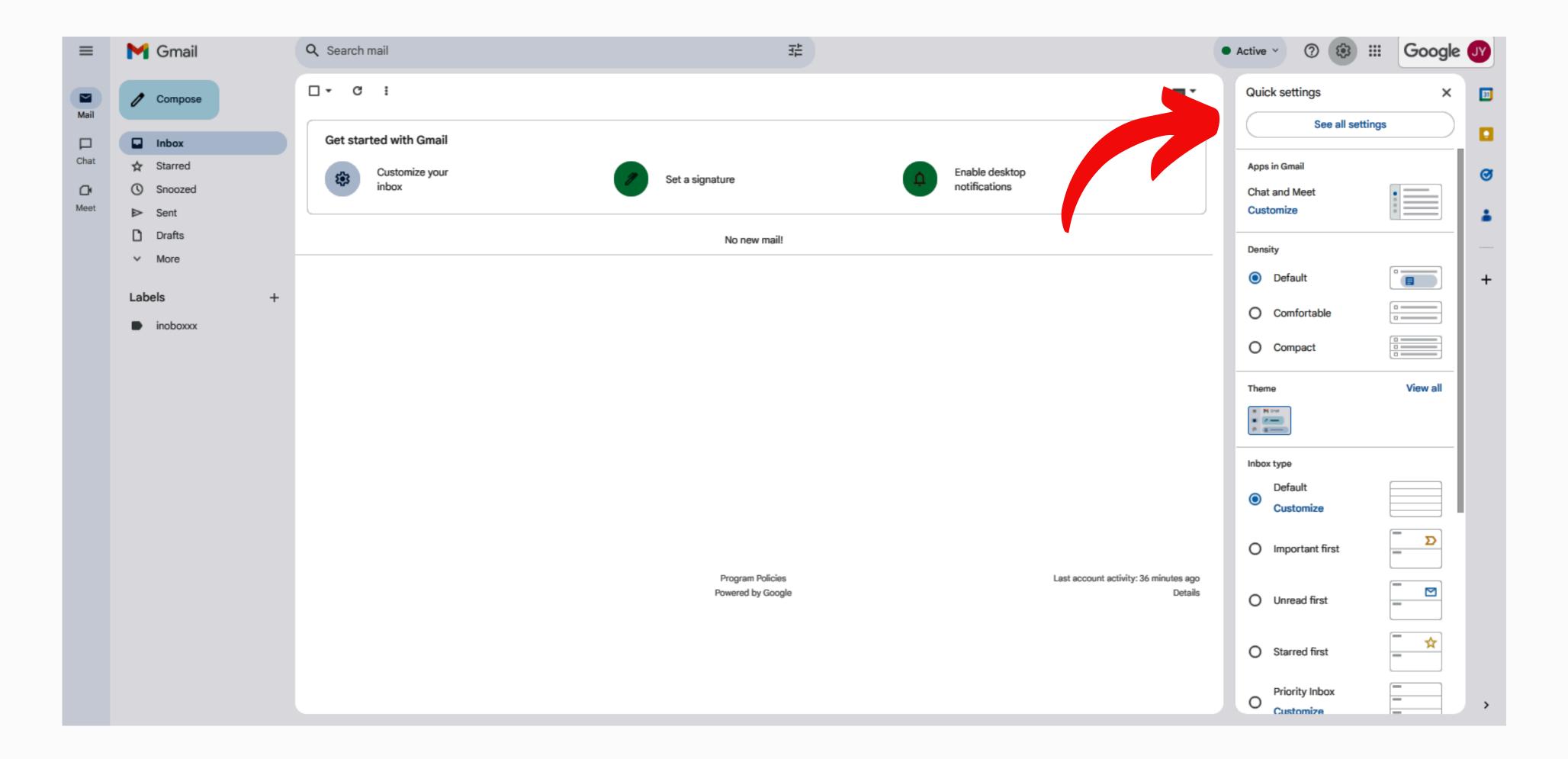
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STEP 1:

Go to your email inbox.

STEP 2:

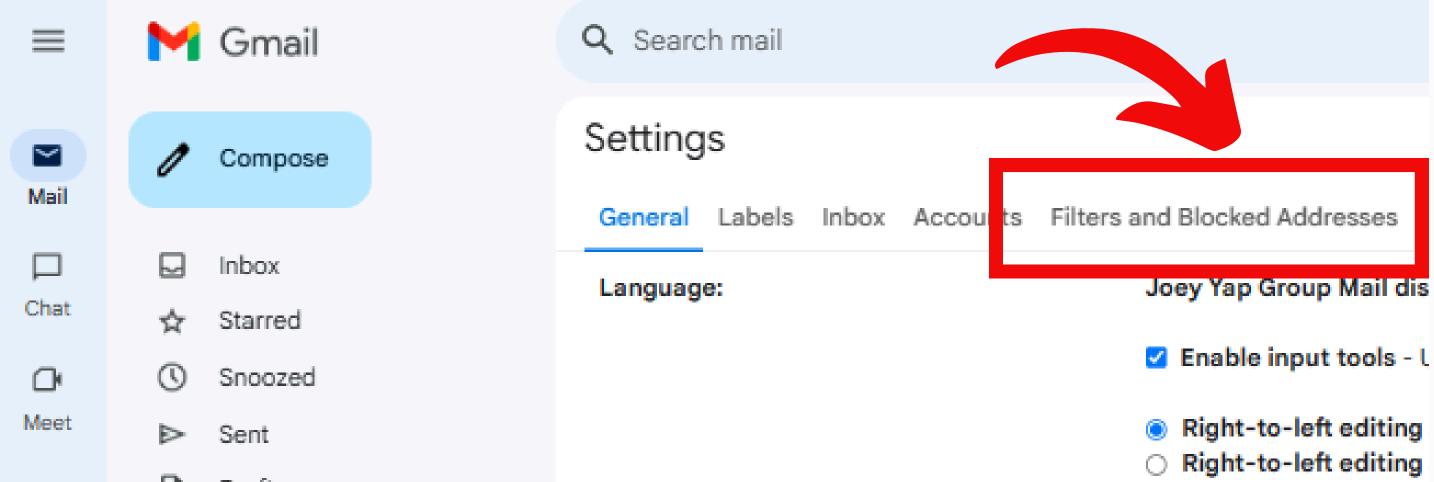
From your inbox screen, select **Settings** (gear icon) on the top right of your screen, and click on **"See All Settings"**.



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STEP 3:

Select **Filters and Blocked Addresses** from the navigation links at the top.

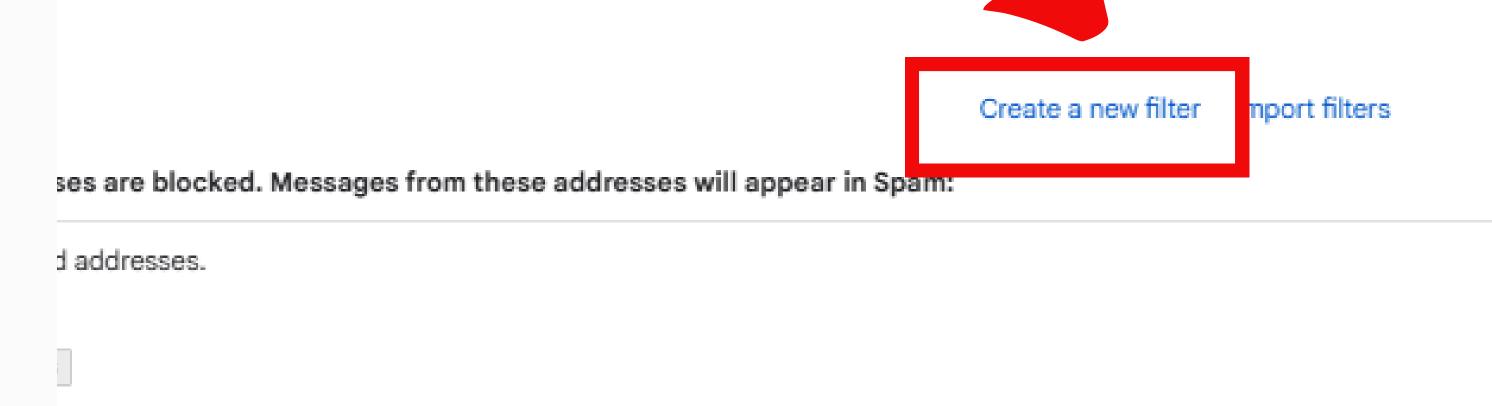


Drafts	+		
✓ More Labels		Phone numbers:	Default country code:
		Maximum page size:	Show 50 🗸 conversa
inoboxxx		Undo Send:	Send cancellation perio
		Default reply behavior:	Reply
		Learn more	Reply all
		Hover actions:	Enable hover actions

STEP 4:

Select Create a new filter.

다. Accounts Filters and Blocked Addresses Forwarding and POP/IMAP Add-ons Chat and Meet Advanced Off
plied to all incoming mail:





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STEP 5:

In the Search mail form, enter these domain names into the From section:

1. joeyyapacademy.com 2. joeyyap.com

and select Create filter.

	M Gmail	Q Search mail		
	Compose	From joeyyapacademy.com, joeyyap.com, masteryacademy.com		
Mail		To ons C	Chat :	
	🕞 Inbox	Subject		
Chat	🖈 Starred			
<u>o</u>	Snoozed	Has the words		
Meet	▷ Sent	Doesn't have	ew fil	
	Drafts	Size greater than 👻 MB 👻		
	✓ More	Has attachment	_	
	■ inoboxxx	Create filter Search		
	IIIOOOXXX			

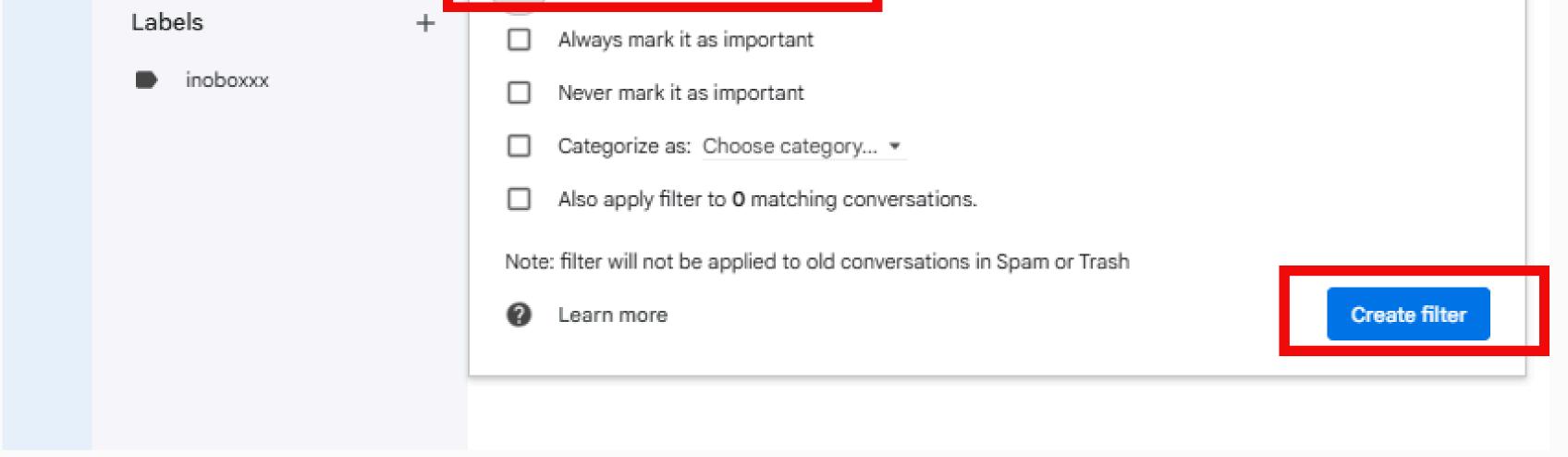


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STEP 6:

On the next form, select **Never send it to Spam** and click **Create filter**.

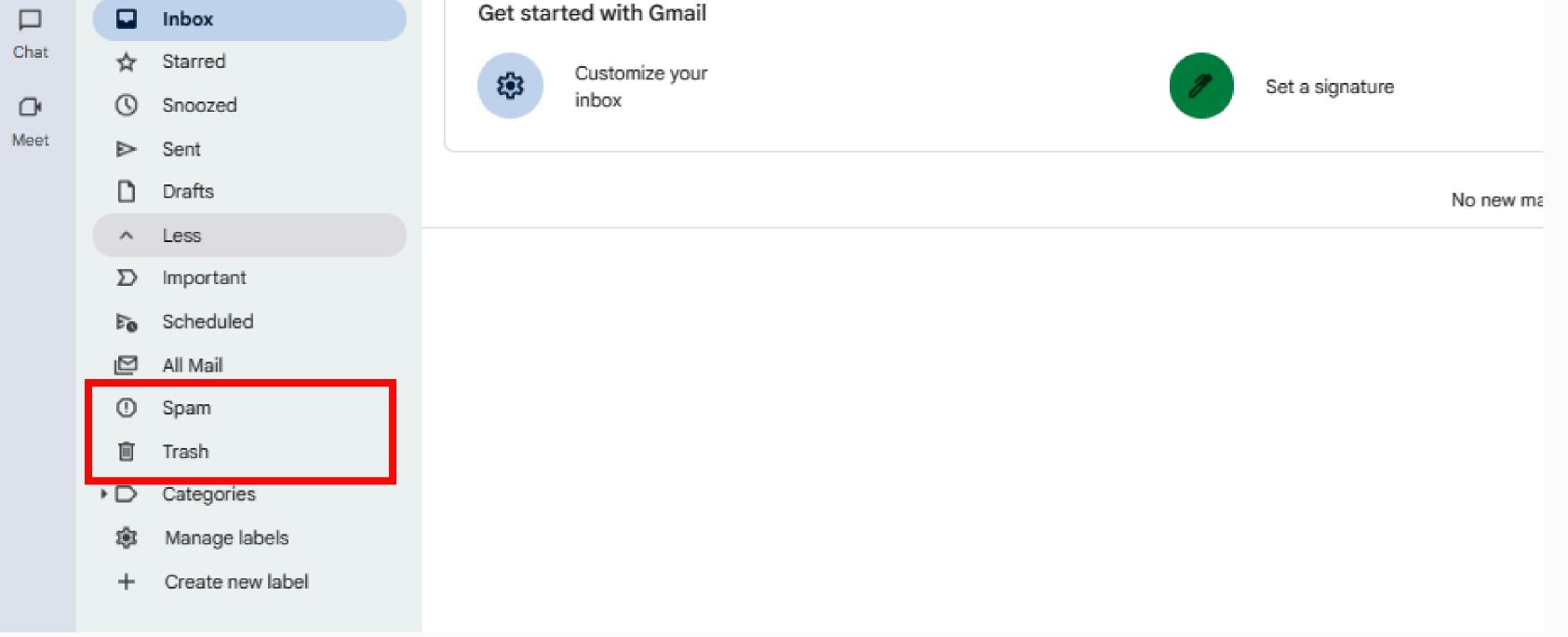
≡	M Gmail	Q from:(joeyyapacademy.com, joeyyap.com, masteryacademy.com)	×	
Mail	Compose	← When a message is an exact match for your search criteria:		
		Skip the Inbox (Archive it)		ing
	🖵 Inbox	Mark as read		
Chat	☆ Starred	□ Star it		
0.	Snoozed			
Meet	▷ Sent	Apply the label: Choose label		
	Drafts	Forward it Add forwarding address		
	✓ More	Delete it		
		Never send it to Spam		



STEP 7:

At the left side bar, click on the drop down menu. You will see your Spam and Trash folder.



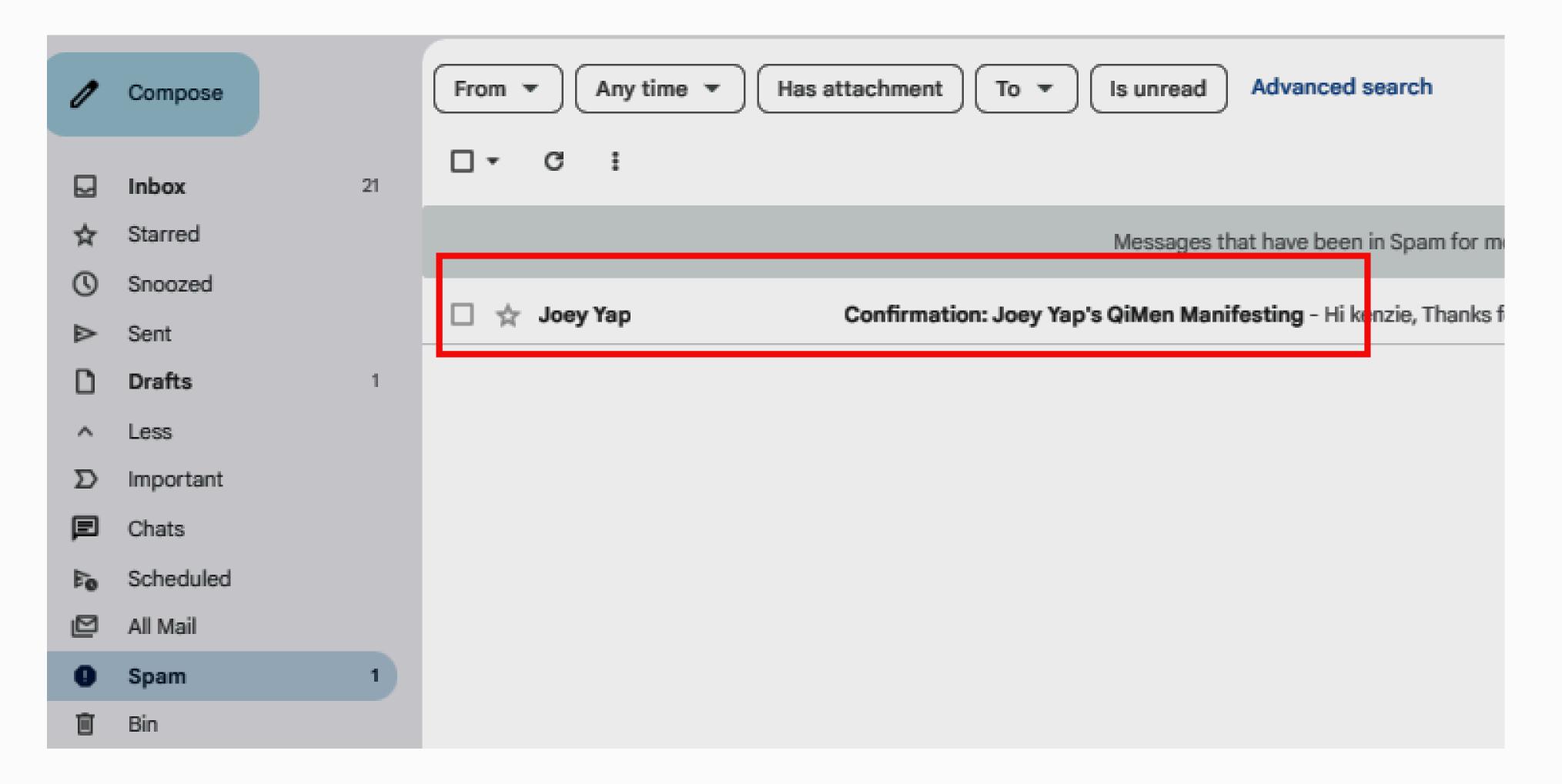




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STEP 8:

Open the **spam** or **junk folder**, and scroll to see if the confirmation email is there.



Most email platforms share similar settings.

For a detailed, step-by-step guide on how to whitelist emails on different platforms, visit:



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joeyyaponline.com/emails-whitelist

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