Why am I not receiving notification emails?

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DrChrono wants to help make sure your emails are getting delivered to you! In order to help ensure the proper delivery of emails to your inbox, you can add senders of legitimate emails to your **Whitelist**, also called the Approved or Safe Sender list.

If you're not receiving notification emails, we recommend "whitelisting" these messages by adding the following email addresses to your address book:

- reminders@drchrono.com
- no-reply@onpatient.com

For Gmail

1. Sign in to your Gmail.com account

2. Add the email address or domain to your contacts list

3. Mark previous messages in the spam folder from this sender as "Not spam"

4. Create a filter to tell Google to whitelist emails from this address

    - Click the cog icon in the top-right corner, and then **Settings**

    - Click on **Filters** and then **Create a new filter**

    - **Either**

        - enter the **domain** of the email you want to whitelist in the **From** field **or**

        - enter the **email address** of the online group you want to whitelist in the **To** field

    - Click **Create filter with this search**

    - In the box headed **When a message arrives that matches this search** select **Never send it to spam**

    - Click the **Create filter** button

    - https://www.whitelist.guide/gmail/

For Outlook

1. Sign in to your Outlook account

2. Add the email address to your contacts

3. Add the address to your safe senders:

    - Click the cog icon in the top-right corner and then More mail settings

    - Select Safe and blocked senders and then Safe Senders

- Add the domain of the email you want to whitelist to the list of Safe Senders

- Return to Safe and blocked senders and then select Safe mailing lists

- Add the email address of the online group you want to whitelist to the list of Safe mailing lists

- https://www.whitelist.guide/outlook/

For Yahoo

1. Sign in to your Yahoo! email

2. Add the address to your contacts list

3. Create a filter for the address:

   - Mouse over the Settings menu icon and select **Settings**

   - Click **Filters** and then **Add**

   - Enter a **Filter Name**

   - **Either**

     - enter the **domain** of the email you want to whitelist in the **Sender** field, **or**

     - enter the **email address** of the online group you want to whitelist in the **Recipient** field

   - Select **Inbox** as the folder to deliver the email to

   - Click **Save** and then click **Save** again

   - https://www.whitelist.guide/yahoo/

For AOL

1. Sign in to your AOL email.

   - Select **Add Contacts**

   - Select the **New Contact** icon

   - Enter the contact's information, including the sender's email address in the **email 1** field

   - Select **Add Contact**

   - https://www.whitelist.guide/aol/