📧 Ensuring You Receive Our Emails

To make sure you receive important communications and attachments from us, please follow the steps below. Email systems sometimes filter legitimate messages into spam or junk folders.

✅ Step 1: Check Your Spam / Junk Folder

- Look in your **Spam**, **Junk**, or **Clutter** folder.
- If you find an email from us:
    - Open it
    - Click **“Not Spam”**, **“Not Junk”**, or **“Move to Inbox”**

⭐ Step 2: Add Us to Your Safe Sender List

Add our email address to your contacts or safe sender list.

General Recommendation:

- Add this email to your contacts:
  [noreply_comm@bvvpoa.com] & BellaVistaPOA@tieivote.com
- If applicable, also allow the entire domain:
  @bvvpoa.com and @bvvpoa.net

🔧 Step 3: Whitelist by Email Provider

Gmail

1. Open our email
2. Click the **three dots (⋮)** next to reply
3. Select **“Filter messages like this”**
4. Click **Create Filter**
5. Check:
    - ✅ Never send to Spam

6. Click **Create Filter**

Outlook (Desktop & Web)

1. Open our email
2. Click **Junk → Not Junk**
3. Or:
    - Go to **Settings → Mail → Junk Email**
    - Add our email/domain under **Safe Senders**

Yahoo Mail

1. Open our email
2. Click the **three dots**
3. Select **"Add to Contacts"**
4. Also check Spam folder and mark as **Not Spam**

Apple Mail (iPhone / Mac)

- Add our email to your **Contacts**
- If found in Junk:
    - Move it to **Inbox**
    - Future emails should arrive correctly

📎 **Step 4: Allow Attachments**

Some systems block attachments automatically.

- Ensure your email settings allow attachments from trusted senders
- If your company uses IT-managed email:
    - Ask your IT department to allow emails from:

- **[noreply_comm@bvvpoa.com], BellaVistaPOA@tieivote.com**
- **@bvvpoa.com and bvvpoa.net**

🏢 Step 5: Business / Corporate Email Users

If you are using a work email (Microsoft 365, Exchange, etc.):

- Contact your IT department and request:
  - Whitelisting of our domain: **@bvvpoa.com and bvvpoa.net**
  - Allowing attachments from our address
- Some corporate filters will block emails even after marking "Not Junk"

⚠️ Still Not Receiving Emails?

If you do not see our emails after completing these steps:

- Check **Quarantine** (common in corporate systems)
- Search your inbox for our email address
- Contact us to verify your email address is correct

💡 Best Practice

To avoid missing important documents:

- Save our email as a contact
- Periodically check your Spam/Junk folder
- Inform your IT team if using a corporate email