

# Registration/Login

## I am not receiving RC Trader emails

On the odd occasion, some people's service provider may "filter" or block emails from certain domains.

Firstly, If you are not receiving email from us (either the registration confirmation email or normal contact emails) please **first check your spam folder**.

Second, if you do find mail in the spam folder OR you still are not getting our emails, please mark our domain (rctrader.com) as a "safe sender" in your email filters. Some service providers also refer to it as "whitelisting a domain".

if you only want to whitelist particular email addresses, here are the main addresses the system uses (add the "rctrader.com" after the @ symbol) :

- update@
- noreply@
- admin@

Various email companies (Gmail, Outlook, Yahoo etc) treat whitelists differently. Here are some handy instructions that will help you figure it out: [Whitelist Instructions](#).

For more information on this:

1. [c](#)ontact your email service provider and check if rctrader.com is being blocked. They should be able to quickly tell you is the domain has been blocked or is being filtered.
2. More info on whitelists - <http://en.wikipedia.org/wiki/Whitelist>

Please note: marking any RC Trader email as "spam" on any part of your email client or email delivery system may mean you will not receive further emails from our domain! You may want to use that service wisely.

## Bouncing emails

Please note that if emails from our system to your email address bounce, we will suspend your account. This is done as a precaution for other users who may be trying to communicate with you. The two main reasons for bouncing emails is either you have the wrong email address in your account (or it has expired) or your email address is being blocked from our servers. The second of these issues can be solved using the **whitelist** method outlined above.

## Unsubscribing from unwanted RCT emails

If you want to unsubscribe from receiving certain emails, please follow the instructions provided at the bottom of all emails sent from RC Trader or there are instructions [here](#).

Unique solution ID: #1029

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Last update: 2024-05-07 08:48