

Emails from Syncplify not received. Why?

Here at Syncplify, we take support requests very seriously, and we always reply. Usually within 2-4 hours, and never beyond the second business day. The same applies to license-code delivery emails when you purchase a license from us.

Sometimes, though, the intended recipient does not receive our reply. Here's a list of some of the most common causes:

1) Wrong requester e-mail address

Believe it or not, the most common reason for not receiving a reply from our support team is that you have mistyped your own email address while filling in the support request form. If you type john.doe@gmil.com (instead of gmail.com) we hit the "reply" button, and then get an "undeliverable" back from the server.

2) Your antispam rejects our reply

Sometimes we spend a lot of time typing a reply, just to find out that when we finally hit "send", we receive an error like this:

```
554 5.7.1 <support@syncplify.me>: Sender address rejected: Blocked by this recipient
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If you send us a support request and wish to receive our reply back, please, make sure your antispam is not rejecting emails coming from the syncplify.me domain name. We never spam anyone, so whitelisting our domain name is a safe choice.

3) Your antispam puts our reply in the junk/spam folder

This one is tricky because if your antispam didn't reject our email but only moved it to the spam folder, there's no way for us to know that our reply did not reach you. From our perspective, it went through. So, please, always check your spam folder when you're waiting for a response from us.

4) Also look at the "clutter" folder

Some email providers (like Office365 for example) don't only have a junk/spam folder, they also have a so-called "clutter" folder, where they temporarily place emails that their algorithms determines to be "not urgent". We've been advised that, occasionally, emails from our domain are mistakenly places into this "clutter" folder, so we recommend you check it as well.

5) Unknown causes

Even when everything else fails, please, remember that you can always skip the email channel, and submit a ticket right here in this very support portal.

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