



CLIENT DOES NOT RECEIVE EMAILS

PROBLEM: When sending questionnaire, client does not receive email.

REASON:

1) Email was sent to their spam or junk folder.

SOLUTION:

- Ask your client to check their spam or junk folder.

2) Email has not arrived yet.

SOLUTION:

- Have your client wait few minutes for email to arrive.

3) Attorney received email, but not client.

SOLUTION:

- If you receive a copy of the email for your receipt, you can forward your copy to the client.

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