

ClubRunner

[Help Articles](#) > [District Help](#) > [District - Administration Guide](#) > [Communication](#) > [Why are some members not receiving emails? \(Blocked List\) \(District\)](#)

Why are some members not receiving emails? (Blocked List) (District)

Michael C. - 2021-03-03 - [Communication](#)

One reason why members could not be receiving emails from ClubRunner is if their email returned an error when they were sent an email previously. There are a number of reasons why it could have returned an error. If the email address returns an error, the member's email will be added to the block list. If an email is on the blocked list, our email service program will no longer email that member. We add it to the blocked list because the Club has only so many email credits per year. If the Club were to send emails to members with bad email addresses, it would waste email credits. To learn more about email credits please read the article called [Understanding Email Limits](#).

You can use the steps below to determine which emails are blocked and how resolve the issue.

How do I find out which emails are being blocked?

1. To determine which emails are being blocked, you will need to log in to your District's site. Once logged in, click on the **Communication** tab, on the grey menu bar.
2. Then, click on the **Email Traffic Report** link on the blue menu bar.
3. You are now on the **Email Traffic Report** page. Under the heading **Action** on the right, click on **Details** to see information about the sent emails.

Note: The 'Club Accounts' details only display an overview of the email subject, and amount of emails sent from the system. Further statistics regarding the emails are available on the Club's account.

Email Traffic Report

Email Volume Limit		Usage To Date Since Oct 04, 2020		
120000	10000	47	47	47
Annual	Monthly Average	Annual	Past 30 Days	Monthly Average

Please note that your email volume limits are based on your account subscription. If you anticipate requiring higher volumes, consider [upgrading your email package](#).

From: To: [Generate Report](#)

Account	Batches Sent	Emails Sent	Total Size	Actions
ClubRunner Demo District	78	177	739.66 KB	Details

Club Accounts:

Filter records:

Club Name	Batches Sent	Emails Sent	Total Size	Actions
Rotary Club of Teal County	12	12	145.52 KB	Details
Rotaract Azure	1	1	9.07 KB	Details
Red Town	1	1	9.01 KB	Details
Purple Metro	299	1091	74.60 MB	Details

4. Select an individual email, and click on the number under the Emails Sent heading to view the detailed delivery statistics for that particular email.

ClubRunner Demo District Email Traffic Report

From: Oct 01, 2015 To: Nov 12, 2020 [Generate Report](#)

Filter records:

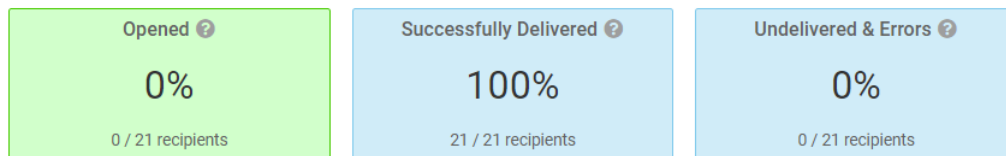
Display 25 records

Date	Sender	Type	Subject	Emails Sent	Total Size
Nov 11, 2020	Edward Chu	Email Services	District Event Notice	21	149.60 KB
Nov 11, 2020	Edward Chu	Email Services	Food Drive Collection	21	45.44 KB
Nov 10, 2020	ClubRunner Demo District	Grant Notification	Your Grant Request has been approved	3	12.05 KB

5. You are now on the email Statistics page, which provides a detailed breakdown of this email's delivery status. At the top, you'll two boxes labelled Successfully Delivered and Opened. The Successfully Delivered box indicates the percentage of users who have received the email in their inbox. The Opened box notes what percentage of successfully delivered emails have been sent.

Email Statistics

Subject: "Food Drive Collection"



6. Below these boxes you will see a breakdown of the email delivery status according to each user and email address. Make a note of email addresses that have been blocked or marked as spam. There are a number of possible status messages:
- **Sent:** This means the email has been delivered. No error was returned to our mail service, but the recipient does not seem to have opened and read the email.
 - **Opened:** The email was delivered, and we were able to confirm it was opened by the recipient.
 - **Marked as Spam:** The user who received the email reported it as spam to their service provider.
 - **Bounced:** We got an error message back from the server. We won't send additional emails.
 - **Blocked:** The email was not delivered, it was previously bounced or marked as spam.

Status	To	Date
Sent	Carlo Digg <Carlo.Digg@sink.sendgrid.net>	Nov 11, 2020 4:59 PM
Sent	Cathrine Brotherton <Cathrine.Brotherton@sink.sendgrid.net>	Nov 11, 2020 4:59 PM
Sent	Dale Ondrusek <Dale.Ondrusek@sink.sendgrid.net>	Nov 11, 2020 4:59 PM
Sent	Dana Vasovic, III <Dana.Vasovic@sink.sendgrid.net>	Nov 11, 2020 4:59 PM

How do I remove emails from your blocked list?

To learn how to remove a member from the Blocked list, please read the article titled: [How do I remove emails from the blocked email list on the District?](#)

How do I stop user emails from being blocked?

If emails to a given address are still being blocked, the problem may exist at the member's end. They may need to add [@clubrunner.email](#) to their email client's contacts list, white list, or approved senders list. The process required for this varies according to the email program they are using. As such, the user may need to contact their relevant software vendor for support.

I've followed the suggestions above, but they are still blocked.

If the email address is still blocked, it may be a result of overly strict email filters on the part of the member's Internet Service Provider. In this case, the member can make use of an alternate email account. Webmail

services (such as Gmail, Live Mail or Yahoo! Mail) can provide your member with a free or low-cost email account.

Related Content

- [How do I handle blocked bulletins? \(District\)](#)
- [How do I remove emails from the blocked email list? \(District\)](#)
- [District email traffic report](#)