

ICT-manual

Why?

Pillr sends emails to users. It is possible that these emails do not reach the user. In this guide, we explain what you can do if this happens.

Important information

Emails from Pillr are sent from the following email addresses:
noreply@pillr.nl

1. Spam

Check your spam or junk folder. Sometimes emails can end up there by mistake.

2. Whitelist

Add the Pillr email address to your list of trusted senders. This means that emails from Pillr will be seen as trustworthy and won't be placed in quarantine.

3. Host

If the email does not arrive after the whitelisting of the email addresses, check whether the email has already been blocked on the Host. This is the place where all email traffic comes in. Again, the mentioned email addresses should be classified as trusted.

4. Contact

If the above steps did not lead to a solution, please contact Pillr by sending an email to support-nl@nti-group.com