ICT-manual

Why?

From the Pillr platform emails are sent to the users. It could be possible that emails don't reach the user. In this manual we explain what to do if this is the case.

Important information

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

1. **Check**
   Please check your spam box / junk mail folder. It is possible that the first email that you receive from Pillr ends up in the spambox. Please indicate this email as not spam.

2. **Whitelist**
   If the email is not in the spam box / junk mail folder, check whether the above email addresses have been whitelisted by the ICT Department. This means that the emails from Pillr are trusted and passed through and not 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@pillr.nl