Notice for Yahoo, Comcast, Outlook, and Hotmail Users

When Things Go Wrong · https://www.vinology.com/helping/notice-for-yahoo-comcast-outlook-and-hotmail-users/

Yahoo, Comcast, Outlook, and Hotmail are notoriously unreliable. We cannot guarantee you will receive our emails. If you post a question on our support center and do not get a notification within 24 hours, then it is unlikely you will ever get emails from us reliably.

YAHOO, OUTLOOK, and HOTMAIL

The first thing to do is whitelist our email address, **wsop@vinology.com**. Here is a guide: https://clean.email/blog/email-security/how-to-whitelist-an-email

COMCAST USERS

Comcast is a bit different than other email providers, as they block over 95% of all incoming emails. The first step is to add **wsop@vinology.com** as a contact: https://www.xfinity.com/support/articles/delete-contact-universal-address-book You may have to call their Customer Security Assurance department at 1-888-565-4329 between 6:00 am-2:00 pm EST.

CHANGING EMAIL ADDRESS

If this does not work, or you would prefer to change your email address, you can do so. Please post a request via our ticket system. You will need to supply us with your name, current email address, and the email address you want us to replace it with.

Once we have changed your email address, you will be able to receive our emails.