I never received an e-mail to register an account or reset my password. What should I do?

We receive many bounced e-mails daily for various reasons. Please follow the steps below to troubleshoot:

1. Check that you typed the e-mail address correctly. Some e-mail servers do not have a "catch all" account to receive e-mails when the user account does not exist or is full.

2. Add "xcmsonline@scripps.edu", "scripps.edu" and "xcmsonline@gmail.com" to your personal whitelist. Some e-mail programs may misclassify the XCMS Online automated e-mails as SPAM or JunkMail.

3. Contact your system administrator who may have an old version of ClamAV or other mail filter installed which blocks the e-mail on a server level (before your e-mail program even sees it).

4. As a last resort, contact us with specific details of your setup and a tech will work with you or your system administrator to resolve the issue. You use the contact form on the top navigation bar or one of the e-mails in step 2 above.

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