I DIDN'T RECEIVE THE LINK TO THE RECORDINGS

<u>All</u> enrolled students automatically receive links to the recordings from **Norris Virtual**.

Enrollment lists with student emails are updated on a weekly basis, the day <u>before</u> each class (Mondays and Wednesdays). If you enrolled on the first day of class or thereafter, you will not receive that week's recording (or previous recordings) because the enrollment list has already been generated for that week.

Recordings are available for six days after each lecture. If you have enrolled and are within the current recording window, you are welcome to request the recording from Norris Tech by filling out the **Cont. Ed Online Help Form** They will verify your enrollment and send you the current recording only.

If you still aren't receiving the recording, check to see if the emails are in your Junk or Spam Folder. If you don't see them, it's likely that they bounced. That means we are sending them, but your email service is flagging them as spam and bouncing them back to us. The emails from Norris Virtual are never even making it to your Junk or Spam folder.

Over the past few years, we have experienced bounces from RCN, Xfinity/Comcast, and sbcglobal (now AT&T). The problem can be intermittent.

There are three ways to correct this problem:

1. Call your email service provider and ask them to walk you through how to fix the problem.

2. Try to fix the problem yourself. Google "Does [name of internet provider] block emails?" There may be information on their filters that could get in the way of receiving emails from Norris Virtual.
As an example, here are some instructions from RCN:
https://webmail.rcn.com/support/email/enhanced/creating_filters.htm

Xfinity (formerly Comcast)
https://www.xfinity.com/support/articles/spam-filters-and-email-blocking-new-experience

3. Lastly, it can also be a problem with **Outlook**. Check the security setting on your particular device. There is plenty of information on the internet with people experiencing blocked emails, but each person's situation is different and we are unable to individually diagnose problems.