

Why are my donors not receiving Email Receipts?

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You've checked to make sure the email address was entered correctly, advised your donors to check their Spam/Junk folders, and have attempted to [resend the receipt email](#), but you are still receiving reports that email receipts are not being received.

This article details why donors may not be receiving the automated email receipts sent from GiveSmart Fundraise, and the steps you can take to rectify.

When [editing an Email Receipt from the Receipts and Notifications section](#) of any form, there is an option to add your organization's **Contact Email** which is where all email receipts for submissions made through that form will be sent from. In other words, the Contact Email will be the "From" address.

By default, all system generated emails are sent from noreply@mobilecause.com.

When the Contact Email is updated to your organization's email instead of sending from the default "noreply" email noted above, this could inhibit email delivery.

This is because stricter DMARC/anti-spoofing rules are becoming more widely implemented for major email providers such as Gmail, Yahoo, etc., which can prevent any "spoofed" emails from being delivered.

[Learn more about DMARC here.](#)

To rectify, the "Send As" email should be removed, or replaced with the default noreply@mobilecause.com email to ensure that the receipt emails are no longer being "spoofed".

Note: If a Contact Email has been added to multiple form receipt configurations, you will need to remove this email on all applicable forms. You may still add your organization's Contact Email to the Receipt Message, so it's included in the Email body as a form of contact.

Once you've saved these changes, [resend the receipt email](#) so the recipient can confirm delivery.

