

Why are my donors not receiving Email Receipts?

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Why Are Donors Not Receiving Email Receipts?

You've confirmed the donor's email address is correct, advised them to check their Spam/Junk folder, and have attempted to [resend the receipt email](#), but the emails still aren't getting through. Here's why this might happen and how to fix it.

What's Happening?

By default, all system-generated emails are sent from **noreply@mobilecause.com**. If you update the **Contact Email** in your online form's [Receipts and Notifications](#) section so that receipts appear to come from your organization's email address, this can cause delivery issues.

Many email providers (like Gmail and Yahoo) now enforce strict **DMARC** and anti-spoofing rules. These rules are designed to prevent fraudulent emails from being delivered. If the GiveSmart Fundraise receipt email claims to come from your domain but isn't actually sent through your domain's authorized servers, it looks like "spoofing", and the email may be blocked. Learn more about DMARC [here](#).

How to Fix It

To ensure your receipts are delivered:

1. Remove or Replace the "Send As" Email

- Go to the [Receipts and Notifications](#) section for each form.
- Remove your organization's email from the **Contact Email** field and replace it with the default **noreply@mobilecause.com**
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2. Add Your Contact Email in the Message Body

- You can still include your organization's email in the body of the receipt message, so donors know how to reach you.

3. Apply Changes Across All Active Forms

- If you've added a custom Contact Email to multiple forms, update each form's [Receipt Settings](#).
- Review your [Account's Receipt Settings](#) as well, which will apply to any *new* forms created.
 - **Note:** changes made to the Account Receipt Settings do not apply to existing forms.

4. Resend the Receipt

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

Using GiveSmart Fundraise's default sender address (*noreply@mobilecause.com*) ensures compliance with recipient DMARC policies and prevents emails from being flagged as spoofed. This simple change can significantly improve deliverability for any system-generated receipts from GiveSmart Fundraise.
