



College of Respiratory
Therapists of Ontario

Ordre des thérapeutes
respiratoires de l'Ontario

MISSED CRTO EMAILS

Practice FAQs

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QUESTION

I keep missing emails from the CRTO because some of them end up going directly to my Junk email folder. Why is that and what can I do to stop this from happening?

ANSWER

Quick and cost effective email is the CRTO primary mode of communication with its Members, and the information contained in these emails is important and often time-sensitive. Therefore, it is each Member's professional responsibility to ensure that they are able to receive and read all email communications from the CRTO.

Emails sent to a large number of people at one time via mass email distribution platforms, such as the one used by the CRTO, can sometime end up in junk, spam or clutter folders. However, most spam filters include the ability to "whitelist" (identify as trusted) certain sender IP addresses, email addresses or domain names.

Each email client (e.g., Outlook, Gmail, Yahoo, etc.) has a slightly different method of whitelisting emails, but this information can easily be found online. Members are expected to ensure that all email communications sent from the CRTO end up where they will be seen and read in a timely manner.