



Five Tips to Make Sure You Receive College Emails on Time

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Almost all College communications are sent by email. In some cases, the emails are about changes to provincial law or College standards and guidelines, or they might require a critical action from you, typically with a deadline.

We often hear that members did not receive an email, or that they thought a reminder email was not for them so they deleted it. It is your responsibility as a member to make sure that the College has your current contact information so that you receive and read all College communications. You will be held accountable for your obligations as a registered professional even if you do not receive or read an email. Here are five tips we hope will help members manage their emails to meet their obligations on time.

1. Make sure College emails are not on a list of spam or low priority emails

Many strategies for managing emails to save time include tips on filtering or skimming your emails to remove spam or low priority messages. Be careful not to include College emails on your list of spam or “low priority” emails. Members are responsible for ensuring that their contact information is updated and that they read all College communications. “But, I didn’t know”, is not an acceptable reason for missing a deadline or not complying with a College requirement. Avoid deleting emails from the College after reading only the subject line as they could include important information you need to know about an obligation or deadline.

2. Add the College Domain Name to Safe Senders or White List

We often hear, “The email went to my junk folder, so I didn’t see the College’s notice or reminders”. To avoid this problem, control the rules that your email program or your organization uses to filter spam or junk emails. Review your filters and add the College’s domain name — collegeofdietitians.org — to your “safe senders” or “white

list”. For work email, speak with your employer’s IT department. If your employer is unable to make changes, use a different email to make sure you receive important College emails on time to meet your obligations.

3. Read all reminder emails

Some members have said, “I received your reminder email, but I didn’t open it because I thought my renewal was complete.” If you receive a reminder email for something you think you have already done, don’t delete it. Read it carefully. If you don’t understand what is required from you after reading the email, contact the College for help.

4. Update your contact information as soon as possible

Another comment we hear is, “I didn’t receive the notice from the College because it was sent to my old address”. The College sends communications to the email or mailing address that you provided. Under the *Professional Misconduct Regulation*, you are required to notify the College within 30 days if your home or work contact information changes. Although you have 30 days to do this, we recommend that you update your profile online as soon as possible to make sure you don’t miss any critical communications from the College.

5. Make sure we can reach you when you are on leave

As long as you are registered with the College, you need to make arrangements for receiving College communications. On leave, you are still responsible for complying with all College requirements. This includes making sure that you receive emails from the College. You can update your email address in your College profile online anytime. You may choose to change your email address to a personal account, your preferred mailing address to your home address or you may have your employer forward mail. What’s important is that you receive College communications and fulfill your regulatory obligations on time.