

I'm Not Getting My Two-Factor Authentication Code Emails

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I'm not getting my two-factor authentication code emails. What's the deal?

Catholic Social Media utilizes a lightning-fast two-factor authentication code delivery service called Twilio SendGrid for when you forget your password.

If you're not receiving your two-factor authentication code, or if it is coming in a delayed fashion, do the following:

1. Check your spam or junk folders. Sometimes an aggressive spam filter will flag those codes.
2. Based on your email system (Gmail tutorial [here](#), Outlook tutorial [here](#)), mark the following addresses as a safe sender and add them to your contacts:
 - a. support@prengersolutions.com
 - b. no-reply@prengersolutions.com
 - c. no_reply@prengersolutions.com
3. Contact your parish IT professional and ask them to "whitelist" the following email servers:
 - a. prengersolutions.com
 - b. em4032.prengersolutions.com

Please note that, as of June 8, 2022, there are some intermittent slowdowns from Yahoo and AOL servers in delivering these codes as quickly as possible. While we are working with these two massive organizations on this problem, following the steps above will *significantly speed up the process and get these two companies' email servers "used to" these codes from Catholic Social Media.*

If the problem persists after following the three steps above, contact us at support@prengersolutions.com and we can troubleshoot further.
