

Assistance for People with Verizon/AOL/Yahoo Email who are not receiving COA emails:

This is an issue with Verizon identifying the town's email domain (@actonma.gov or @acton-ma.gov) as spam and blocking the emails. First step is for you is to check your spam folders.

If it is timely (you need a Zoom link for a program about to start), check to see if link is posted on our website. This is mostly just programs which use the COA zoom account, but check at www.actoncoa.com.

If the link is not posted, do you have another email account we could send it to (such as free account through gmail).

To fix the program, we recommend you change your settings to allow emails from the COA to get through. Go to your "My Verizon" account online and follow the steps provided by following this link: <https://www.verizon.com/support/knowledge-base-200868/> (link is also printed in our February newsletter). Add the email addresses you send to, and get a response from to your 'contacts'.

You can contact Verizon customer service, either online chat or over the phone (1 800 837 4966).

Another option is attending a Computer Club meeting and ask for help from someone there (2nd and 4th Wednesday of each month at 1:30). These Zoom links are posted on our website.

We can connect you with an AHRHS student to offer assistance. You will need to give us permission to pass on your phone number and email and the student will reach out to you.