

# NOT RECEIVING APEXUS EMAILS?

The most common reason is that your organization's email system is blocking messages from us. But that's usually an easy problem to fix.

## **ACTION: Please ask your IT department to do the following:**

1. Add the domains and email addresses that we use to your internal safe senders list:

@apexus.com  
@340Bvpv.com  
apexus340Bvpv@apexus.com  
340Buniversity@apexus.com

2. Whitelist the IP address that we send emails from:

13.111.54.136

Additionally, please read the [instructions](#) for adding domains to your personal safe senders list.

Need to update your contact information? Contact Apexus Answers at 888.340.BPVP (2787) or [apexusanswers@apexus.com](mailto:apexusanswers@apexus.com).