# Troubleshooting automated communications

##  Worried that you are not receiving communications from CAR?

In efforts to communicate with faculty, our systems have been customized to send automated messages in response to requests or other actions taken by students. While automated, these messages are timely and contain important information regarding your student's academic accommodations and may require your follow up.

While the sender of these messages is AccessibleResources@LaneCC.edu (link sends e-mail), since they are originated from our secure database provider, they may be going to your spam folder. If you believe that you are not getting these messages please take the following steps to troubleshoot this issue.

### #1 Have you made sure that you are checking the correct email address?

Due to FERPA, we can only send information pertaining to LCC students to your @LaneCC.edu email account.

### #2 Have you checked your spam folders?

Please make sure that AccessibleResources@LaneCC.edu (link sends e-mail) is listed as a safe sender in your Digitar account.

### #3 Have you checked your trash in case the email was deleted?

When searching for this email, please note that the subject line is formatted in the following way:

Accommodation Notification for [Student L#], [Class information: CRN and title]

### #4 Have you checked to make sure that your emails do not get automatically forwarded to an outside email address?

This can cause issues with our systems, please make sure that this setting is off or that you are manually checking your @LaneCC.edu account that is synced with our systems.

If all else fails, please [contact our department](https://www.lanecc.edu/disability/contact) or the HelpDesk (X4444) to discuss this item. It is the commitment of our department to make sure that you are getting the information that you need. Thank you for your work in making sure that you are receiving these communications.