The initial round of notification emails has been sent out and reminder emails will be sent out shortly. If you did not receive the email, below are some of the reasons that might happen and steps you can take to remediate.

- NRP has made considerable efforts to ensure our email promotions are DMARC (Domain-Based Message Authentication Reporting and Conformance) compliant for maximum deliverability.
- We're currently averaging a 98.8% deliverability on the notification emails.
- Unfortunately, despite our best efforts, we cannot ensure 100% deliverability. In addition, a "delivered" email could be routed by the recipient's email server/spam filter to the spam/junk folders.
- It is possible your email address is not currently listed as an "OCD Contact" for any entity in the online update system; the email notification was only sent to OCD Contacts.

Steps You Can Take:

- Please remember to check your junk/spam folders.
- Add <u>ocdedits@nrpdirect.com</u> to your safe senders list.
- The notification email was sent only to the people listed as the OCD Contact for at least one entity. When you access your record, please be sure to review/update the contact information on the OCD Contact Info tab.
- You may need to register on the site. Use the Register button on the login screen. If you receive the message below, this means you are already registered, and should try to reset your password or register under a different email address.

The Online Updating Site is: ocdedits.com/login

