Not receiving emails from HIPAA Certify

Find missing invitations, reset links and access links, and get them allowed by your email system.

For: Administrators, Managers, Employees, Individual learners · Updated November 16, 2026 · https://hipaacertify.com/support/article/emails-not-arriving

Check these first

1. **Wait 2–3 minutes.** Invitations and imports are sent from a queue.
2. **Search every folder**, including Spam, Junk, Clutter, Promotions and Other, for **hipaacertify.com**.
3. **Check the address.** Administrators: open the person in **Employees** and look for typos such as `.con` instead of `.com`.
4. **Use the newest email.** Reset and access links are replaced when you request a new one.

Make sure our emails get through

Ask your IT team or email administrator to allow messages from:

- the domain **hipaacertify.com**
- the sender **hello@hipaacertify.com**

Healthcare organizations often quarantine new outside senders in Microsoft 365, Mimecast or Proofpoint. One allow rule fixes it for everyone.

Which emails to expect

Email	Sent when
You've Been Invited to HIPAA Training - …	Your administrator clicks Send Invite
New HIPAA Training Assigned - Action Required	Training is assigned to an invited employee
Reset Password Notification	You or your administrator requests a password reset

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Email	Sent when
Training reminders	Daily, while training is unfinished (see reminders)
Access Your HIPAA Training	An individual learner requests a sign-in link
Weekly HIPAA Compliance Report - …	Mondays, to administrators and managers

Still nothing? Contact support and tell us the email address and roughly when the message should have arrived. We can check whether it was delivered or blocked.

Need more help? Visit https://hipaacertify.com/support or contact us at https://hipaacertify.com/contact.

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