

EMAIL

In updating my profile why does it not let me change my email?

Accounts are property owners compiled from Trinity County Appraisal District T CAD and the POA records. Also, every individual owner listed in a T CAD record has a Connections account. Now each account created in the Connections system must have a unique email. Many POA properties have more than one individual owner of record but only one email, so that email could only be assigned to one account. Assigning the email to only one property owner out of two or more on record, for the connections accounts was sometime of a problem. What this left for the remaining property owner accounts was an account without a working email. Will NOT BE hindered in LOGging IN but you will receive no EMAILS. Also, you will not be able to change an email address if another account holds it in their system profile. You can choose to try changing it on your own IN both account emails, changing it to A completely new email in your profile, Contact SITE Support to switch email addresses in resident accounts, or just leave alone and have no working email for your account. Believe me, for many functions of the system, it is not the best choice since you will miss all external communications.

Why am I not receiving the connection system emails? Wow that is a loaded question. There are many electronic transfers or relays a single message goes through when hitting the send button, that finding the cause can be astronomical. All we can do is monitor functions in our system that sends out a message. You can only control what happens to that message once it hits your computer. Now I cannot speak to your end, because there are numerous settings and mail programs with all kinds of different settings controlling you reading that mail

and I cannot speak to all the internet relays that occur from different internet providers. I can speak to the Connections system before it leaves our environment. Rest assured that we continually monitor the mail system. TOP FEEDBACK WE receive when THE MESSAGE IS REPORTED NOT received. Email listed in the account profile has formatting issues i.e. Joe.gmail.com or typos. No working email listed in your profile settings. Email account itself has been closed. Email account storage is full (kind of like voice mail so it cannot accept any more OR Your email account's server is down.

Sounds crazy right, that is why as an alternative, messages going out from within the Connections system, ALSO CAN BE FOUND IN THE NOTIFICATIONS AND MESSAGES area.