



Email notification lists – using email Delivery Preference

When you [subscribe](#) to any of our email lists you can open the Preferences tab and set the Email delivery preference. This feature is called Digest. Digesting is an account setting available to *all* govDELIVERY user accounts and allows subscribers to control how often they receive emails from us.

Here is what digest does to let you manage how we send emails to you.

Digesting Options

Three different digesting options are available for subscribers to select and modify the frequency with which they receive Ecology content. **Note:** When you choose to digest a list the choice changes delivery of all other lists you are subscribed to. There are three choices:

- **Immediately** – Subscribers will receive each bulletin sent to them as soon as it is sent.
- **Daily** – Subscribers will receive a single bulletin once a day, which compiles each bulletin sent to that subscriber for the day. Digests will include an introductory snippet, an image from each bulletin where applicable, and a link to view the shared bulletin page for each bulletin. No digest will be sent to the subscriber if no bulletins are sent to that topic for the day.
- **Weekly** – Subscribers will receive a single bulletin once a week, which compiles each bulletin sent to that subscriber for the whole week. Again, digests will include an introductory snippet, an image from the bulletin where applicable, and a link to view the shared bulletin page for each bulletin. *If no bulletins are sent to that topic for the whole week, no digest email will be sent.*

I unsubscribed and I am still getting emails from the list, what can I do?

Once you unsubscribe from an Ecology topic, your removal from that mailing list is immediate. However, there are some reasons you may be receiving govDELIVERY emails once you've already unsubscribed:

- **You may have missed a subscription.** When you have subscribed to multiple topics within an organization, you may unsubscribe from one topic but still be subscribed to another topic. Access your subscriber profile and check to see that you have unsubscribed from all topics you no longer wish to receive updates from.
- **You may be subscribed to multiple organizations.** If you are subscribed to multiple organizations that use govDELIVERY, you may be getting messages from another account. If you unsubscribe from one organization, please note that you will need to unsubscribe from each organization you are receiving updates from individually.
- **You may have email forwarding enabled.** If you have unsubscribed and are still receiving messages, you may be subscribed to an organization's updates with an old email address that is then forwarding those messages to your new email address. If this is the case, you will need to access your subscriber profile and unsubscribe using that old email address to stop receiving updates.
- **You may have had digesting enabled when you unsubscribed.** If you had digesting enabled when you unsubscribed, you will get one final digesting email of that week's content. For instance, if you unsubscribed on a Wednesday and you were receiving weekly digests of content, you will still receive one digest email including any messages that were sent out before you chose to unsubscribe. After that final digest email, however, you will no longer receive messages from the account that you have unsubscribed from.