

# STRATA 3D UNIVERSITY

## Verification code - I'm trying to subscribe, but I did not get the verification code.

Subscribing to the University takes four steps. Once you fill out your user name and account details, you will be on the second step - Email Verification. An email will be sent to the email address you provided, which will contain a verification code.

Once you see the field to enter the verification code, you need to enter the code and finish the process within 30 minutes. If you don't, you'll need to start over.

Before you try again, you need to make sure you are going to be able to find the email. A good way to do that would be to find the first email.

Here are some instructions:

- a) check junk folder locally
- b) check online junk folder (many mail services screen and trap spam on the server, and this email can be viewed through their online webmail service).

If the address NEEDS to be whitelisted, it's likely that it's in one of those two places.

There are two ways you'll never see the email:

- a) you have your mail server set to delete flagged email immediately
- b) the email has disappeared into the ether

If it's a), then whitelisting the address will help.

If it's b), there's very little we can do to troubleshoot or correct the issue.

The email is plain text and the address hasn't been used for anything else (to cause it to be flagged as a spam address).

Please add this e-mail address to your whitelist:

university@strata.com

Unique solution ID: #1427

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