

Why I do not receive e-mail reminder notices from the library?

1. If you are not receiving any e-mail reminder notices from SIM library, please verify that the e-mail address in your account is correct by checking / updating it in the Student Portal or Members' Hub.
2. Please ensure you do not have more than one e-mail address in your account. If there is more than one, please delete the one which you use less frequently.
3. Please check the storage space available in your mailbox. If you have exceeded the storage space in your mailbox, all e-mail reminder notices that are sent to you will be bounced back to the sender.
4. You have sufficient space available in your mailbox, but still do not receive e-mails. It is likely that your e-mail reminder notices are filtered or blocked as spam or junk mail. Check the spam or junk mail filters in your e-mail account and adjust or disable them so that you can continue to receive the e-mail reminder notices from SIM library.

If you have adjusted or disabled the spam or junk mail filters in your e-mail account but still do not receive any e-mail reminder notices from SIM library, you may e-mail to [Ask a Librarian](#) for further assistance.