

## Technical FAQs - Constant Contact

### 1. I've signed up but haven't received any messages. What can I do?

- a. The first thing to check is if the messages have been ending up in your spam, junk, or clutter folders. Many email services see Constant Contact emails as junk, until told otherwise. If you receive a message to your spam, junk, or clutter folder, please mark Constant Contact and [austinstreet@newtonma.gov](mailto:austinstreet@newtonma.gov) as safe senders in order for the problem not to repeat.
- b. Project Updates will be sent periodically, depending on when there is news to share. If you are not receiving updates after 6-8 weeks, please email [austinstreet@newtonma.gov](mailto:austinstreet@newtonma.gov) with your name and email address and a short message explaining when you signed up and staff will verify that you are added to the list.

### 2. I no longer wish to receive these messages. What can I do?

- a. At the very bottom of every Project Update and Alert from 28 Austin Street, there is a link to "Unsubscribe." If you unsubscribe through this link, your contact information is automatically removed from our list.
- b. If after following the instructions in the SafeUnsubscribe program, you are still receiving these updates, please contact [austinstreet@newtonma.gov](mailto:austinstreet@newtonma.gov) for assistance.

### 3. I am interested in getting tailored messages for prospective tenants, Newtonville residents or businesses; how can I sign up for those?

- a. If you signed up for project updates during the Special Permit process, your contact was added to the "General Interest" list. With Constant Contact, we now have the ability to provide more direct messages to smaller groups of people that may not pertain to everyone who is interested in the general progress of the project. With Constant Contact, you have the ability to control which messages you receive.

At the very bottom of every Project Update and Alert from 28 Austin Street, there is a link to "Update Profile." When you follow the link you will have the option to select which lists you would like to be on, to change your email address, or update your contact information.

### 4. I'd like to change which email account these messages are going to, is that an option?

- a. Yes. At the very bottom of every Project Update and Alert from 28 Austin Street, there is a link to "Update Profile." When you follow the link you will have the option to select which lists you would like to be on, to change your email address, or update your contact information.

If you have any questions about how Constant Contact works, please email [austinstreet@newtonma.gov](mailto:austinstreet@newtonma.gov).