



# High Ground University

## How to Review Users that have Opted-Out of Receiving Your Emails

In this video we will discuss how to view users who have opted out of email alerts.

Users have the ability to opt out of receiving alerts from your organization. At the bottom of each email sent to your user there is an "unsubscribe" button that will remove them from receiving alerts. If you'd like to find out why a user isn't receiving alerts, it could be that they opted out at some point. To see a list of these users simply hover over "admin reports" and click on "email opt outs" from the drop-down menu.

If a user would like to opt back into receiving email alerts from your organization, please contact our Customer Success Team directly.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at [support@highgroundsolutions.com](mailto:support@highgroundsolutions.com).