

Groups.io

FAQ for Group Members



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Can I add another email address to my Groups.io account?

You can add another email address to your account as an email alias . For more information, see *Adding email aliases* in the Group Members Manual.

Note: You will not receive group messages and notifications at addresses that you set up as email aliases. Group messages and notifications are sent only to the email address that is registered with your Groups.io account.

How do I change my email address?

You change your email address in the [settings](#) for your Groups.io account. (You will need to log in to Groups.io if you are not already logged in.) See *Changing your email address* in the Group Members Manual.

How do I delete my Groups.io account?

See *Deleting your account* in the Group Members Manual.

How do I set a password or change my password?

You set or change your password in the [settings](#) for your Groups.io account. (You will need to log in to Groups.io if you are not already logged in.)

For more information, see *Setting, changing, or deleting your password* in the Group Members Manual.

How do I set up a signature for a group I belong to?

Display your Subscription page for the group and enter your signature (or signatures) in the Signature panel.

What can I do if I am not receiving any notifications after I enabled push notifications in my Groups.io account?

Make sure that the browser or device allows notifications from Groups.io. The instructions depend on your specific browser and device. See your browser's or device's settings and help information.

Note: If private browsing mode is enabled in your browser, push notifications might not work. In that case, you need to disable private browsing.

What can I do if I am not receiving email messages from a group I joined?

Here are some things you can check:

- In Groups.io:
 - Are the missing messages listed on the [Recent Bounces page](#) for your Groups.io account?
 - Are the missing messages listed on your Email Delivery History page in that group?
See *Checking your email delivery history for a group* in the Group Members Manual.
 - Were the messages posted to a topic that you muted?

- Is your Groups.io account in Bouncing (or Bounced) status?
See *Dealing with bouncing accounts* in the Group Members Manual.
- Is your email delivery preference for the group set to Individual Messages?
See *Email delivery settings* in the Group Members Manual.
- Is your message selection preference for the group set to All Messages?
See *Advanced subscription preferences > Message Selection* in the Group Members Manual.
- Do the missing messages contain a hashtag that has the No Email property?
- Do the missing messages contain a hashtag that you have muted?
- In your email client or the email provider's webmail interface:
 - Have you set a filter that blocks or redirects some (or all) group messages?
 - Are group messages getting delivered to your email service's spam (or trash or other junk mail) folder?
 - Are you using Microsoft Exchange for your email? If so, send an email to support@groups.io and inform them that you are using Exchange. The support team will make an adjustment so all group email messages sent to you will have the From line rewritten, which will fix the issue.

What can I do if I never received a confirmation email from Groups.io?

Check the spam folder in your email application or email provider's webmail interface in case the message ended up in that folder. If it did, make sure to mark it as not spam to help train the email provider's spam filters to make fewer mistakes about Groups.io email messages.

What do I do if I cannot find any content on the website of a group I belong to?

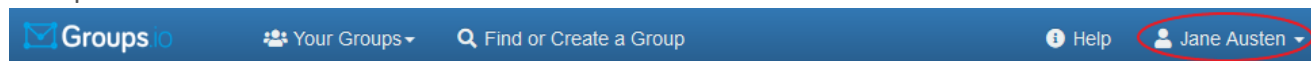
To access most group content online, you must be logged in to Groups.io. On the group's website, look at the far right of the blue bar at the top of the page (on a mobile device, tap the **More** icon or use landscape orientation):

- If you see a Log In link and a Sign Up link, you are not currently logged in to Groups.io.



Click or tap the **Log In** link and log in to your account. After that, you should be able to see the group's online content.

- If you see your display name (if you have set one) or your email address, you are logged in to Groups.io.



If you still do not see the online content of the group even though you are logged in, make sure that you are logged in to Groups.io with the email address from which you joined the group. To show the email address that is currently logged in, you can hover your mouse pointer over your display name or click or tap the down arrow next to it.

If you do not remember or cannot find the email address that you joined the group with, you can:

- Check the footer of an email message you received from the group. Your subscribed email address is listed in the footer of all group email messages.
- Email the group's owner and ask them to look up your membership record. The group owner's email address has the format `[groupname]+owner@groups.io` (replace `[groupname]` with the actual name of the group).

What do I do if I get a message that I was removed from a group because of reported spam?

Some email providers notify Groups.io when group messages end up in their (the provider's) users' spam folders. Most likely, the group messages were automatically flagged as spam by the email provider rather than having been specifically marked as spam by the users.

When Groups.io receives such a notification from an email provider, the system automatically unsubscribes that member from the group. Groups.io also sends the member an email with a link that lets them automatically and quickly resubscribe to the group if the spam flagging was a mistake. The email lets the member know to check their spam folder and mark any messages in there from Groups.io as not spam, which trains the email provider's spam filters to make fewer mistakes about Groups.io email messages.

If you receive a notification from Groups.io that you were removed from a group because of reported spam:

- Click the link in the notification message that automatically resubscribes you to the group.
Note: The link expires 7 days after the notification was sent.
- Check the spam folder in your email client or the email provider's webmail interface, and if that folder contains messages from Groups.io, mark those messages as not spam. Doing so will help train the email provider's spam filters to make fewer mistakes about Groups.io email messages.
! Important: Do not delete the messages from the spam folder or allow them to be automatically deleted from it. Otherwise, the email provider will likely continue flagging Groups.io messages as spam.

For additional information about this situation, see the [wiki in the GroupManagersForum group](#).

What do I do if I get a message that my Groups.io account is bouncing?

When a group message sent to a member through email cannot be delivered, the nondelivery event is called a bounce. The affected member is notified by an email message that has the subject line "Your Groups.io Account is Bouncing."

For more information, see *Dealing with bouncing accounts* in the Group Members Manual.

Note: Bouncing affects all groups the member belongs to at that email address.

Why are some people's email addresses changed to be "via Groups.io"?

Some email addresses are changed to be "via Groups.io" because of the [DMARC](#) email authentication policy. Certain email services, such as Yahoo Mail and AOL, have set up their DMARC profiles so that Groups.io has to change all their users' email addresses to the "via Groups.io" form; otherwise, their group messages would bounce.

Note: This situation is not limited to Groups.io. All email group services have to deal with it.

Why do I get a spoofing warning on my email messages?

If Gmail is hosting your email but under a domain other than @gmail.com, send an email to support@groups.io and inform them that you are seeing spoofing warnings. The support team will set your email messages to rewrite the From line, which will fix the issue.

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