





Why safe list?

Many email services providers block some messages to protect you from malicious and unwanted emails. Examples include spam, phishing, and scams. Safe listing an email address helps ensure that emails from trusted senders arrive in your inbox.

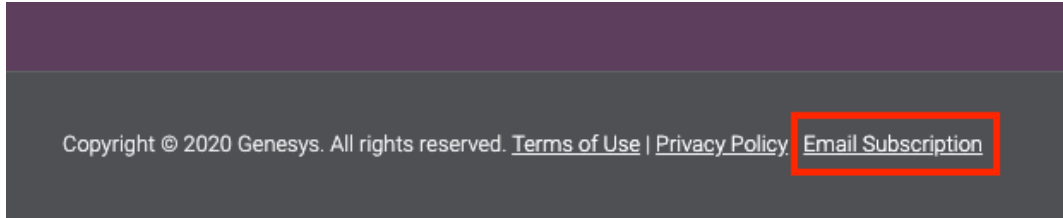
How to safe list

Safe listing  - If you notice that our emails are incorrectly marked as spam or junk, you can safe list our domain: @email.genesys.com. After safe listing our email domain, our messages will no longer be marked as spam or junk.

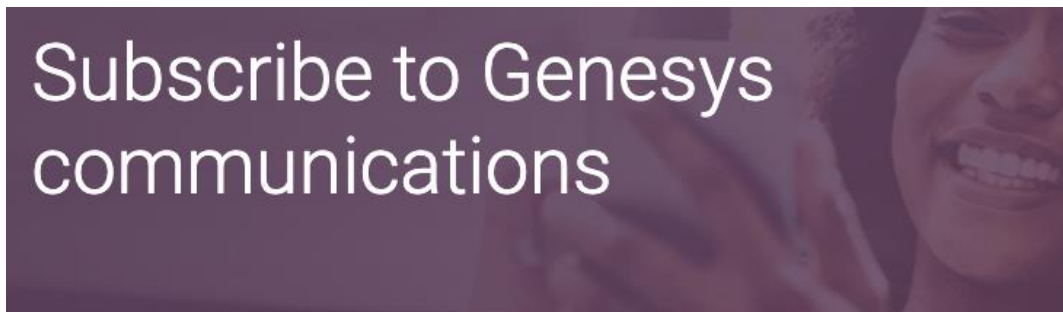
Exact steps to safe list an email address vary by provider; here are some general guidelines to safe list an email address .

How to opt-in for Genesys Communication

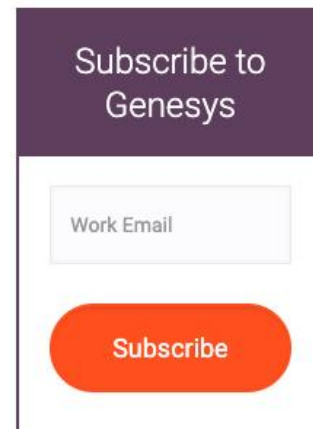
1. From the Genesys.com webpage, navigate to the very bottom and click on the Email Subscription link.



2. Fill out the required information and click on the subscribe button once done.



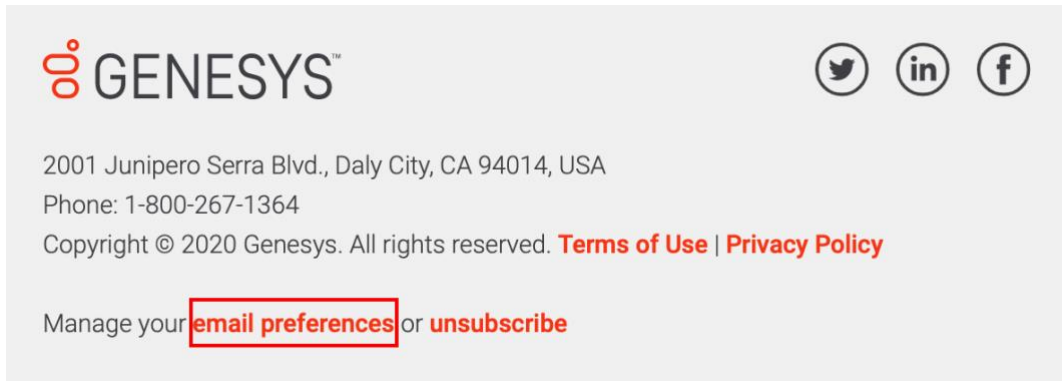
The contact center landscape is changing. So, it's important to stay up-to-date on the latest news and advancements. Join our list to receive the latest on eBooks, white papers, webinars and more. By subscribing, you accept our terms and conditions within the [privacy policy](#).

A screenshot of the subscription form. It has a dark purple header with the text "Subscribe to Genesys" in white. Below the header is a white text input field with the placeholder text "Work Email". At the bottom of the form is a prominent orange rounded rectangular button with the word "Subscribe" in white text.

Genesys Email Preference Center

You can adjust the email communications you want to receive from Genesys from any Genesys marketing communication.

1. Locate the “email preferences” link in the footer of the email.



2. From the Email preference center dashboard you can customize your Genesys Marketing communication experience and click “Confirm Changes” to save your preferences.

*** IMPORTANT! ***

If the Genesys email is forwarded, the email address/account in the Email preference center will be the one who originally received the email.