| Q.1  | I am not receiving any communications sent through Bulk Mail and SMS by the Institute?  
|      | Please click here for Reply |
| Q.2  | I am not receiving any communications, Chartered Secretary Journal, etc. sent by post by the Institute?  
|      | Please click here for Reply |
Ans. 1

Please check the E-Mail Id and Mobile Number in your online profile after logging into your account at www.icsi.edu. In case you have any difficulty in Login, check your password by retrieving the same. The registration number and membership number are the username for students and members respectively.

Please update the email and mobile number in case of any discrepancy. In case the E-Mail Id and Mobile Number are correct and yet you are not receiving the bulk mails / SMS sent, the following steps may be taken:

An email is to be sent to emmsupport@netcore.co.in with the following contents:

"We have noted that we may have blacklisted icsi.edu emails. The same may have been done inadvertently due to click on the blacklist link while reading the mails at our end. Kindly whitelist icsi.edu domain to ensure that the mails sent by the Institute reaches us."

In case you still do not start receiving the bulk mails, lodge a complaint with our Call Centre at Tel.No. 011-33132333 to enable the Institute to verify the status and take further necessary action.
Ans.2

Please check your correspondence address in your online profile after logging into your account at www.icsi.edu

Please update the same in case of any discrepancy. Ensure that Pin Code is correctly entered. In case the correspondence address is correct and yet you are not receiving the articles sent by the Institute by post, lodge a complaint with our Call Centre at Tel.No. 011-33132333 to enable the Institute to verify the status and take further necessary action.