

Q.1	I am not receiving the mails from the Institute. What are the steps to be taken by me to enable the same? 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
Q.3	What is the reason to Email bounce back for the communication between ICSI & outside domain? Please click here for Reply

Ans.1

In a few cases, it has been noted that the stakeholder has used the spam link on the mail while reading the mails sent by the Institute. As per the guidelines, all the outgoing mails of the Institute through bulk mail servers must have the Spam Link. In all such cases, no further email can be sent by the Institute as the information of declaration of spam is maintained by a third party (which in our case is M/s Netcore).

To enable the Institute again to reach out to this segment of the stakeholder, the stakeholder can reverse his / her decision and allow the Institute to reach out to him / her again by sending an email at the following email ID with specific contents as below:

Email ID to which email is to be sent : emmsupport@netcore.co.in

Language of the email is as under:

EMM Support

You are requested to enable the domain icsi.edu to send mails to me. My details are as under:

My Membership / Registration Number:-

My Name:

My Email ID :

The panel Url is: <http://icsiedu1.xceedmail.com/icsi/admin/?page=dashboard>.

Thanking you,

Yours faithfully,

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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.

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Ans.3

We have kept the Email attachment size up to 5 MBPS (maximum) due to security & maintenance concern in view of the following implications:

1. Bandwidth may get choked resulting in the congestion in the network.
2. with the implementation of such right, the mail delivery and receiving may get slow.

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