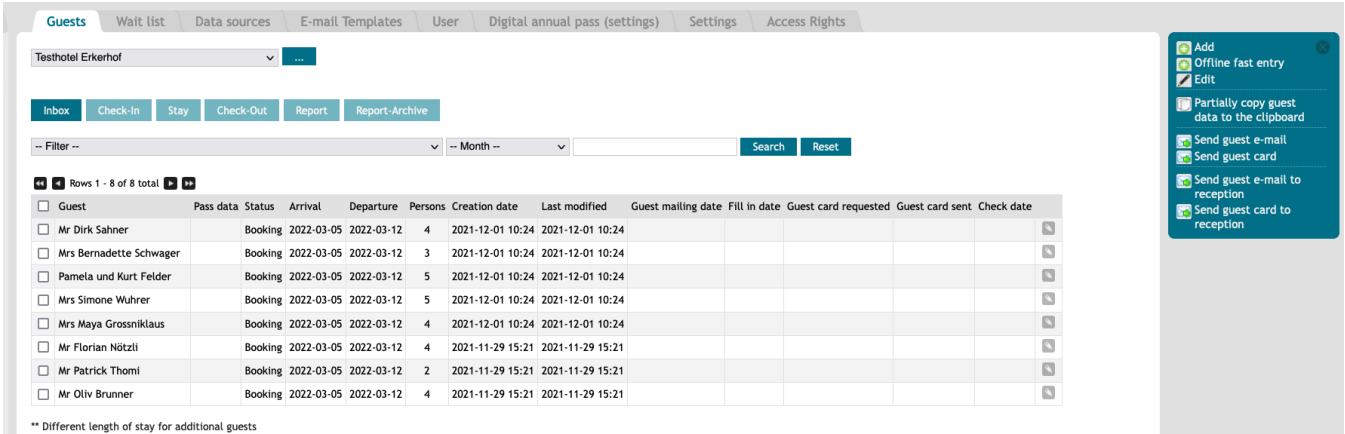# If someone did not receive the guest email (invitation for online check-in) by mail - how can we resend it quickly?

Unfortunately, there are some email address providers or SPAM filters that suppress automatically sent emails, which can lead to the problem described above.
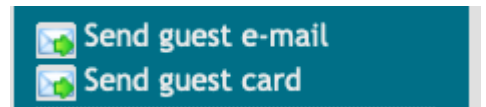

If the guest asks you upon arrival to send him the invitation for online check-in again, so that he can complete the digital registration form via his smartphone, then you can trigger this via the function "**Send guest e-mail**".

If the guest still did not receive the e-mail, because the SPAM filter does not even allow the receipt, you still have the second option "**Send guest e-mail to reception**". In this case, the guest card will be sent to the email address of your reception. You can forward the mail with the guest email to the guest manually.
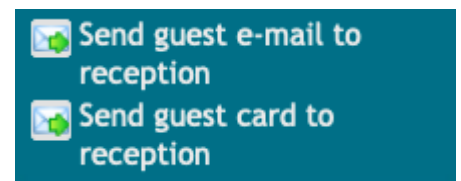
Last option is a solution with most SPAM filters, because the SPAM filter distinguishes between automated sent and human sent emails. However, it is not a guarantee and in case of doubt ask your guest for a second e-mail address.

We know that especially free e-mail providers like WEB.DE, AOL.COM, GMX.DE suppress many e-mails if the provider, in this case JRT AG, does not pay money to them. That is why these providers are among the black sheep in the industry for many systems.