

Why I don't receive email notification from MSEN system?

If you don't receive email notification from MSEN system for account activation or reset password after 1 day, there are few possibilities:

- a) **Your email address is not valid or there is a typo error in you email address when you registered MSEN User Account.**
Solution : Contact the nearest PTK Office and confirm your email address is correct. If your email address is wrong, please ask PTK Office to rectify it and resend email for account activation or reset password again.
- b) **Your email is blocked by Spam Blocker or Black list filters at your email server.**
Solution : You need to contact your email provider site and check the status of the email sent by admin@sarawak.gov.my. If your email is been blocked by your Email Server, please change your spam filter settings to unblock email sent from admin@sarawak.gov.my or place the specific email address in a do not block list (White List).
- c) **Your/User PC's email Client (eg. Outlook, Thunderbird) only permit mail from allowed sender or the email automatically directed into Spam Mail Folder**
Solution : Add admin@sarawak.gov.my into your email address book. If you found the email in your Spam Mail Folder, change your spam mail filtering setting to remove admin@sarawak.gov.my from your email client filtering list.

If all the above suggestions are not able to resolved this issue, you are advised to use public free email provider such as gmail. Register a gmail account and request PTK office to change your company email address in MSEN system to your newly created gmail account.