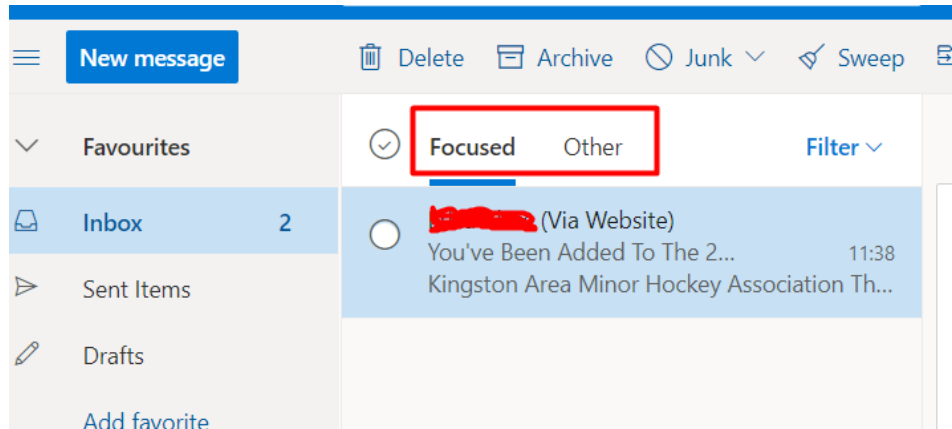


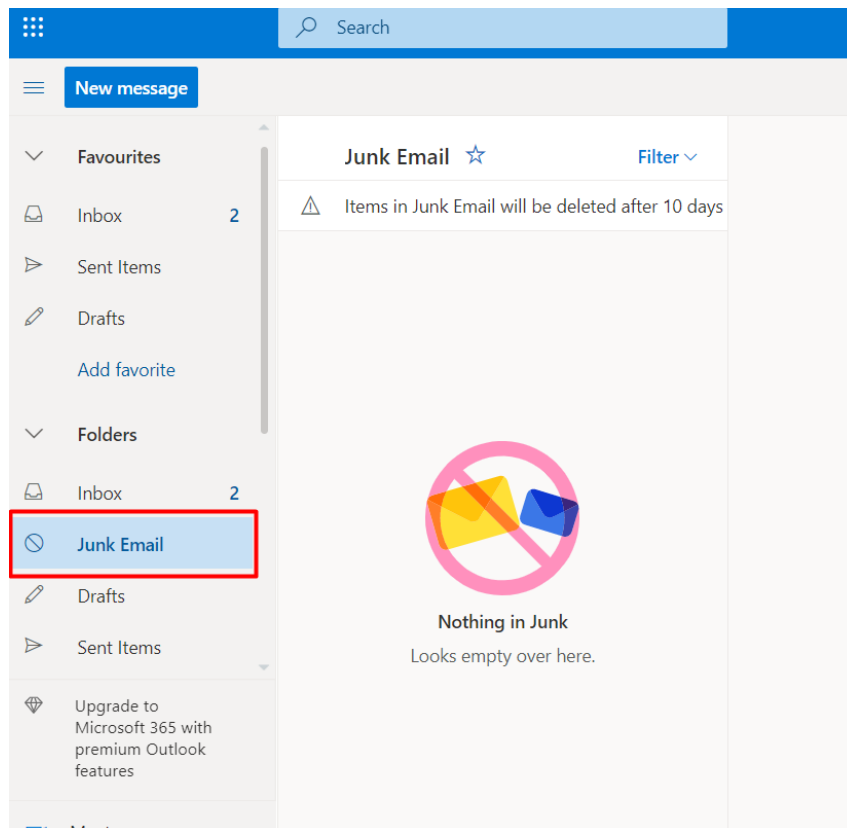
## Hotmail Users

You may be experiencing problems receiving your verification email to verify your SportsHeadz account. There are 3 places you need to check for this email:

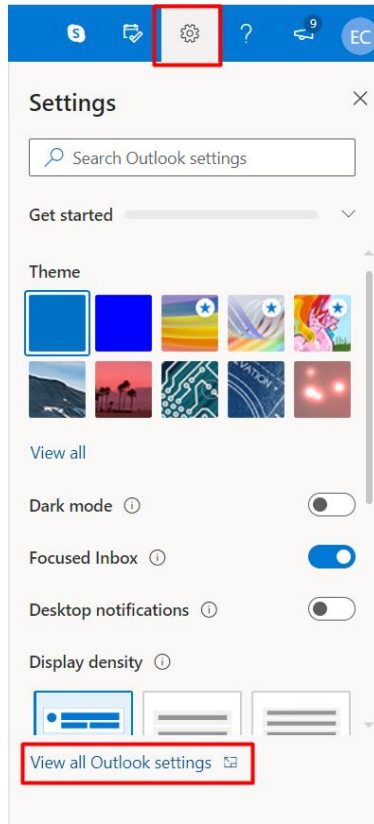
Your Inbox. There are 2 places here. The Focused and the Other folder. **PLEASE CHECK BOTH**



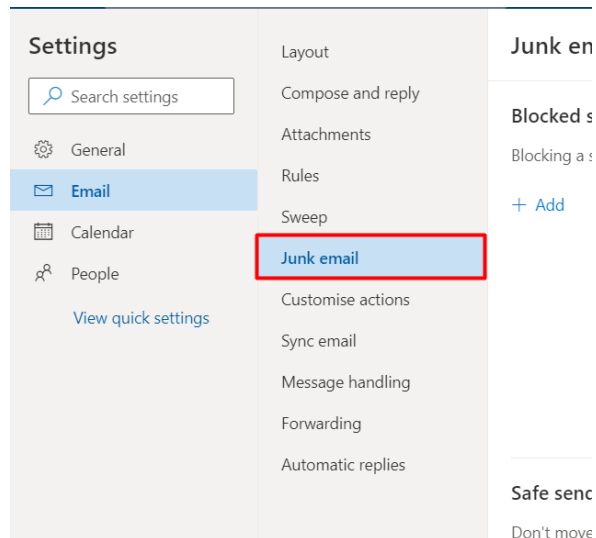
Your Junk Folder. **PLEASE ALSO CHECK HERE**



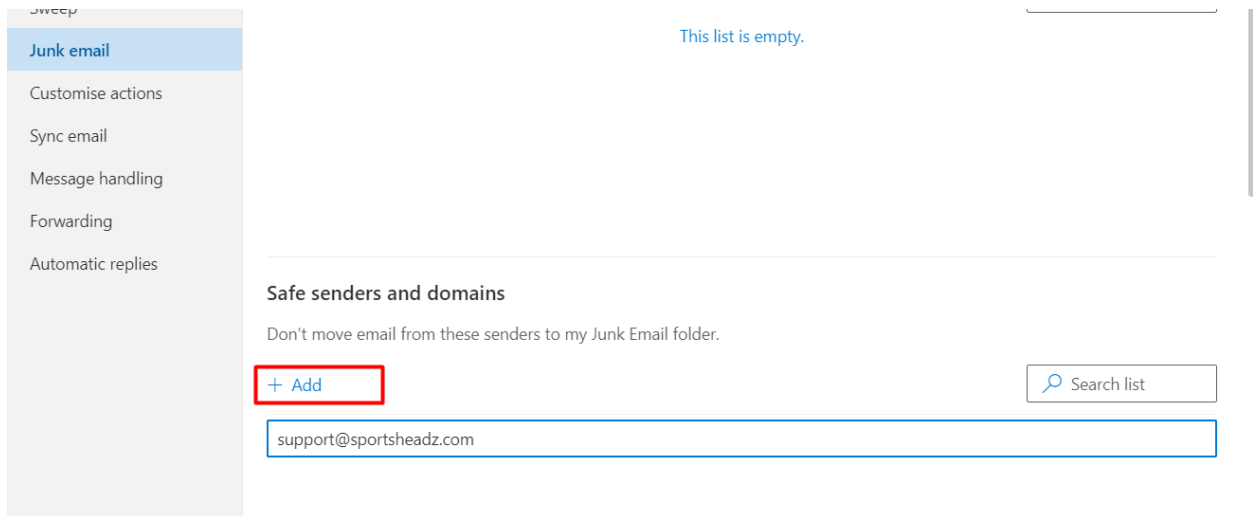
If the email isn't in any of these 3 places, you need to whitelist the sender. Please go to Settings in the top right corner and then View All Outlook Settings



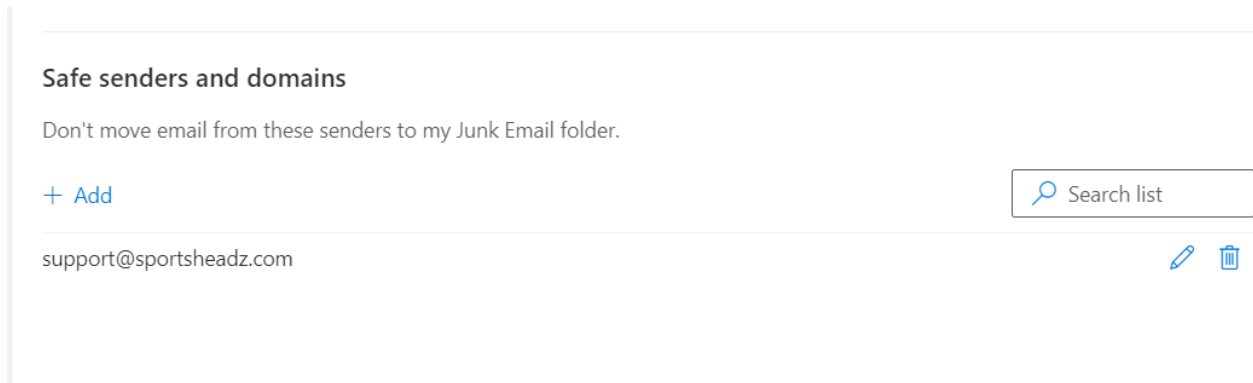
Click on Junk Email



Go to the Safe Senders and domains section and click Add. Put [support@sportsheadz.com](mailto:support@sportsheadz.com) into empty box and **hit enter**. **Hit save**.



The email should now be stored as a Safe Sender.



Now that you have taken these steps to ensure SportsHeadz is whitelisted, you now need to go back and re-send yourself the code. Please copy and paste this link into your browser to take you there:

<https://health.sportsheadz.com/Identity/Account/Verification>

Enter your email address and request new code

Please note that the verification code you receive via email is only valid for 10 minutes. If your code is older than that please request a new one.

Email Address

Verification Code

If you've successfully verified your email and are still having issues logging in, please contact support@sportsheadz.com.

If you still don't receive a code within 20 minutes, please email [support@sportsheadz.com](mailto:support@sportsheadz.com) and we can manually add your account for you.