

## E-mail FAQ and ZAPP® Communication Policy Information

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### **I have a new e-mail address.**

To update your contact information, please go to [www.ZAPPLication.org](http://www.ZAPPLication.org), and log in to your ZAPP® account. Click on *My Profile* in the navigation bar on the left-hand side of the page, and edit the information in your profile. Click *Update Now* at the bottom of the page to save your changes.

### **How can I be removed from your e-mail list?**

If you no longer wish to receive the ZAPP® weekly announcement e-mail, please follow these steps:

1. Login to your ZAPP® account from [www.ZAPPLication.org](http://www.ZAPPLication.org).
2. Click on the *My ZAPPLications* button.
3. Scroll down to the *ZAPP® Communication* section and uncheck the first box to the left of *ZAPP® Show Information*.
4. Click *Save My Settings* to save your changes. You will no longer receive the weekly e-mail.

### **I received two confirmation e-mails after I submitted my application to an event in ZAPP®. Was I charged twice?**

If you received two e-mails with the same confirmation information, you have not been charged twice. You will receive multiple confirmation e-mails if you hit the *Back* button during checkout. To review your recent transactions please go to the *My ZAPPLications* page and compare the number in your confirmation e-mail with what is listed in your transaction history. Please also check your own records to confirm the transaction. All purchases made will appear on your billing statement as ZAPPLication.org® or but will not specify the event with which the charge is associated. If you require a refund, please contact the event administrator; only event administrators using the ZAPP® system can authorize a refund.

### **I have am not receiving ZAPP® e-mails. What should I do?**

First, be sure to check your spam folders and e-mail filter settings. Also, please make sure your current e-mail address is entered into your ZAPP® profile. Sometimes ZAPP® e-mails are routed into your trash or spam folder if your e-mail provider doesn't recognize the ZAPP® e-mail address. To remedy this, please add [contactzapp@westaf.org](mailto:contactzapp@westaf.org) to your contacts list or address book in your e-mail account. If you have not received a jury notification from an event to which you have applied, please contact the event administrator and ask if they have released the notifications. In the event that you continue to have problems receiving ZAPP® e-mail please contact us for assistance at [contactzapp@westaf.org](mailto:contactzapp@westaf.org) or by phone at (303) 629-1166.

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### **Information about ZAPP® Communications**

While you will automatically receive communications about your applications from event administrators or the ZAPP® Team when you apply to events in the ZAPP® system, you also have the option to receive other communications about new events, deadlines, and other information important to your business as an artist. Below are some of the communications you can receive.

**The ZAPP® event notification e-mail**

The event notification e-mail is generally sent out every Wednesday and contains listings of new events in the ZAPP® system as well as events with approaching deadlines. You can click the link for any event in the e-mail to go directly to their event website.

**Event deadline reminder e-mail**

On behalf of every event the ZAPP® software will automatically send you an e-mail reminding you of an application deadline. You will only receive a deadline reminder e-mail if you have started but not yet submitted an application to the event.

**Postcard by U.S. mail**

Some events using the ZAPP® system may send you a postcard announcing their event and application information.

**ZAPP® system Information e-mail**

The ZAPP® Team may occasionally send e-mail to announce or inform you about new ZAPP® system enhancements or features, updated user instructions, opportunities for artists using ZAPP®, or system security updates.

**Protection and security of your information**

Your contact information will never be sold or distributed to ZAPP® participating events or to any third-party vendor without your authorization. All communications are managed by the ZAPP® Team. For all questions about ZAPP® communications and privacy concerns, please contact us at [contactzapp@westaf.org](mailto:contactzapp@westaf.org) or by phone at (303) 629-1166.