

Communication Tips

At SADA, we strive to maintain clean and accurate communication data to ensure that all members and stakeholders receive important updates reliably.

However, email delivery issues can occasionally occur for reasons outside our control — such as spam filters, invalid addresses, or server restrictions.



Official Communication Domains

SADA sends official emails from the following domains:

- **@sada.co.za**
- **@glueup.com** (used through our membership management system)

Please ensure these domains are whitelisted by your email service provider or IT department.

Common Reasons for Email Delivery Failure

- **Invalid Email Address (Hard Bounce):** The address is misspelled, inactive, or invalid.
- **Full Mailbox or Temporary Server Issue (Soft Bounce):** The recipient's inbox is full or the mail server is temporarily unavailable.
- **Blocked by Security Filters (Hard Bounce):** Organizational security settings may prevent delivery from unknown domains.

How to Ensure You Receive SADA Communications

To stay connected and receive all SADA updates:

1. Whitelist **sada.co.za** and **glueup.com** with your ISP or IT department.
2. Check your spam or junk mail folders regularly.
3. Add SADA and Glue Up addresses to your **safe sender list**.
4. Ensure your **email address in your SADA profile** is accurate and up to date.

By following these steps, you'll help us maintain a reliable communication link and ensure you don't miss any important news or updates from SADA.

To obtain assistance in updating your email address or any other detail please call +27 (0)11 484 5288 or email sadamembership@sada.co.za