

FAQs:

[FAQs - ReFuelEU Aviation Sustainability Portal](#)

Question:

We have issues receiving emails from the EASA Sustainability portal, what can we do?

Answer:

EASA Sustainability Portal offers you various functions for the [ReFuelEU Aviation](#) regulation and the Environmental Labelling Scheme for Flight emissions calculation.

The portal sends emails to invite **new users**, **password** reset and **notifications**. In case you have issues in receiving these emails please follow the steps below:

1. It could be that the email is delayed, we suggest to wait at least 15 minutes.
2. Please check your Spam folder, the email is send from no-reply [at] easa.europa.eu and the name of the sender is "EASA Sustainability Portal"
3. Contact your IT department to ensure the mail filter software is not blocking the emails send from no-reply [at] easa.europa.eu (no-reply[at]easa[dot]europa[dot]eu) and/or 192.254.124.43

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Link:

<https://www.easa.europa.eu/en/faq/139938>