



Dear Members and Friends of CICC,

This is to kindly invite you to **follow the steps below if you are having trouble receiving the email invitation message to fill in the Survey on "the Impact of the COVID-19"**:

1. Check if the invitation (from the email address [secretarygeneral@cameraitacina.com](mailto:secretarygeneral@cameraitacina.com) via Survey Monkey, [surveymonkey.com](https://surveymonkey.com)) ended up in spam / junk.
2. If you didn't find the email invitation in spam / junk you should add the Survey Monkey IP address and sender domains to your email whitelist. Further detailed information is available at the following link:  
[https://help.surveymonkey.com/articles/en\\_US/kb/What-are-the-IP-addresses-to-your-website-for-our-firewall-configurations](https://help.surveymonkey.com/articles/en_US/kb/What-are-the-IP-addresses-to-your-website-for-our-firewall-configurations)
3. If you received the email invitation, but you're having trouble opening the link, it is possible that the problem was due to the creation by the VPN, of a proxy. In this case you must manually delete the proxy and then click the link again to proceed with the compilation of the survey. It is also recommended to disable the VPN to proceed with the compilation.
4. If you still aren't receiving the email invitations, we kindly invite you to provide an alternative email address and to contact [communication@cameraitacina.com](mailto:communication@cameraitacina.com).

If you need our support for further technical issues please contact [communication@cameraitacina.com](mailto:communication@cameraitacina.com).

Many thanks for your kind attention.

Kind regards,  
CICC Team

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