Troubleshooting Illinois Air Quality Flag Program

I do not receive the daily air quality forecasts.

- Check your spam folder for any emails from Air Now/Illinois EnviroFlash.
- Add enviroflash@sonomatech.com to your contacts.
- Ask Illinois Partners for Clean Air to re-send your confirmation email.
- Contact your school's IT department regarding a firewall issue if you experience one or more items:
  - I never received a confirmation email, even after multiple re-send attempts from Illinois Partners for Clean Air.
  - I received the confirmation but I am unable to click the link.
  - I received the emails but all of a sudden they stopped.
- Contact Illinois Partners for Clean Air if the problem is not resolved through your school's IT assistance.

I do not receive the Illinois Partners for Clean Air quarterly newsletters.

- Check your spam folder for any emails from pfca@cleantheair.org
- Add pfca@cleantheair.org to your contacts.
- Contact Illinois Partners for Clean Air to confirm your email address subscription.
- If issues persist, contact your school's IT department to resolve a firewall conflict.

I would like to unsubscribe from the Illinois Partners for Clean Air quarterly newsletters.

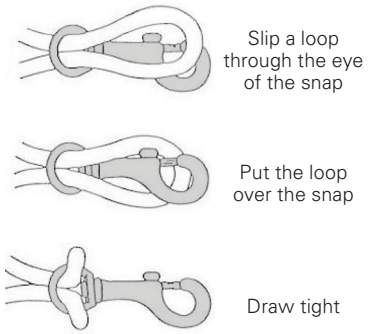
- Click the *unsubscribe* button in the quarterly newsletter to remove your email address from our list of recipients.

I did not receive a Flag Kit or I am missing some of my flags.

- Contact Illinois Partners for Clean Air to receive a new flag kit or replace missing flags.

I have difficulty clipping the flags to the pole.

- Do not use knots to attach your flag clips. Over time the knots become too tight and are difficult to undo.
- Tie the halyard through the pole to itself forming one continuous loop. Do not use the flag to complete the loop.
  - Using the flag to complete the loop may cause one end of the rope to wind up on top of the pole and the other below it with no way to pull the rope down without getting to the top of the pole.
- Loop the halyard over the snap hook. Do not make a flagpole clip knot.



We no longer have a flag pole to fly the air quality flags.

- If you lose your ability to fly the flags contact Illinois Partners for Clean Air.

Illinois Partners for Clean Air is here to help. If you experience any issues please contact us immediately. (See the *Contact Information* section on page 8.)