

## **A proxy received an email saying the proxy had initiated an email change, when the proxy had not initiated the change. What happened?**

When a person changes his/her email address, the system will send two email messages. The first email is sent to the old email address to inform the proxy that a request for a change from this address has occurred. If it was done in error, there is a unique link to click to cancel the change. The second email is sent to the new email address indicating that a change to this address was initiated and a unique link to click confirming the change. If a proxy did not initiate the change, he/she should click the link to cancel the request.

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