

Multi-Factor Authentication: Email Verification Code Delivery Delays

At the start of 2025, select email providers upgraded their spam filters in effort to block junk mail on behalf of their users. As a result, some members are reporting that the verification code sent by Blue KC during the login process is either delayed or blocked.

Members using email providers like Yahoo, AOL, SBC Global / AT&T seem to be experiencing this most often.

To avoid these delays moving forward, we're recommending the following actions:

1. Confirm the inbox you are checking is for the email address you registered your account with.
2. Check your junk or spam folder for an email from interact@bluekc.com. If found, you should see an option to stop future emails from being marked as spam.
3. Add our email address - interact@bluekc.com - as a 'contact' or to a 'safe senders list' within your account. Here are some instructions on how to complete this process for the email providers mentioned:
 - a. [Yahoo](#)
 - b. [AOL](#)
 - c. [SBC Global / AT&T Mail](#)

In general, adding our email address as a contact in any email directory is the best way to ensure speedy delivery. Please note that codes may take up to five minutes to be delivered.

If you have any questions or need assistance, please contact our Customer Service team using the phone number listed on your member ID card. Our team is available to help Monday – Friday between 8 AM and 5 PM.