School Email Issue

Not receiving school emails? — *Emails are sent to your spam folder!*

Start adding email addresses and domain names that you trust to the **Safe Senders**

Incoming mail sent from addresses and domain names in the Safe Senders list are never treated as junk email (*shown in your inbox*) regardless of the content.

You need **to add the school email to the safe list** and remove them from the **Spam Folder/Junk Folder:**

  I. Entire domain: capita-intouch.co.uk
  II. **Go to the Spam Folder, right click on school email and choose not spam.**

Blocked Senders are domains and people you don't want to receive email messages from.

This is done for the following reasons: **Annoying Mail**, **Not Safe, Spam**

When you add a name or email address to this list, mail moves any incoming message from that source to the Junk email folder. Messages from people or domain names in this list are always classified as junk, regardless of the content

Outlook (Hotmail):

  1. Click the arrow next to the Outlook.com logo in the upper left. In People, click **New.**
  2. Add contact info. If you want to add more than one email address, phone number, etc., click the icon ⊕ in that section.
 3. Click **Save.**

     For More Information: Add Contacts in Hotmail
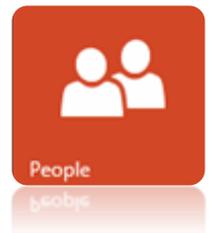
Gmail: ->**spam folder-> Search for emails that are not spam->right click -> not spam**

  1. Select contacts from the options on the left side of the Gmail Inbox.

     OR **Open your Contacts list.** At the top left of your Gmail page, locate the Gmail menu button, and click on it. Select Contacts from the menu.

  2. **Click the New Contact button, Add** email address, name and other desired information for the contact.

For More Information: :Add Contacts in Gmail
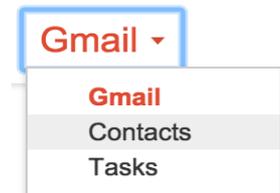
Yahoo contacts list is your whitelist. To add the From Address to your Yahoo Contacts:

  1. Open your Yahoo mailbox.
  2. Click the address book icon near the Yahoo! Mail logo. When you roll your mouse over it, it will say Contacts.
  3. Click "New Contact".
  4. Fill in the fields of your Contact   5. Click **Save**.
  6. Or you can right click on desired email and click add to contacts or **Shift-C**

Check the link for more emails configuration: Click Here