

Email from school being treated as Spam

Emails from school, sent through our SIMS In Touch system, may be flagged as spam. Depending on the policies of the mailbox filtering and users' preferences the message may be sent to Junk or directly deleted.

Hints and Tips on reducing Spam

- Add the school InTouch email address (**8785405@sims-communications.co.uk**) as an approved sender.
- Check the spam/junk folder for any school emails – if they are in spam/junk folders please mark them as safe.

Adding InTouch as a Safe Sender

To stop emails from SIMS InTouch being categorised as spam you can manually add the school SIMS Intouch email to your mailbox "safe senders" list.

Below details how to add an email to your safe sender list from the most common mailboxes:



Outlook/ Hotmail

1. At the top of the page, select Settings > Mail.
 2. Select Mail > Accounts > Block or allow.
 3. To add an entry to **Safe Senders** and Recipients, enter the email address or domain that you want to mark as **safe** in the Enter a **sender** or domain here text box. ...
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BT Email

1. From the **Settings** tab, select the **Safe senders**" folder and click on the **Add** button
2. Add the email address you want to mark as safe and click **Save**
3. After a confirmation message the email address will be added to your list of safe senders



Apple Mail

1. Open the email from the sender you would like to add to the safelist.
 2. Click on the sender's email address at the top of the email
 3. A list of options will appear on a drop down
 4. Click on "Add to Address Book"
 5. Your sender will be automatically added to your Apple Mail safe senders list.
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Gmail

1. Select Actions from the toolbar at the top of the screen.
 2. Select Junk E-mail.
 3. Select Junk E-mail Options...
 4. Click the Safe Sender tab.
 5. Click Add.
 6. Type in the email address you wish to add to your safe sender list.
 7. Click OK.
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Yahoo! Mail

1. Click on the address book icon under the Yahoo! mail logo. (When you mouse crosses it, it will say Contacts.)
2. Click New contact.
3. Provide a suitable name and type (or copy and paste) the email address:
4. Click Save.