

Dear Parents/Carers,

As you are aware the school uses SchoolComms to email and text you. Some parents find that emails that the school sends to you are being rejected as junk mail. If this is happening to you, please read the following advice from SchoolComms.

Please note that when we send an email from our IGS Schoolcomms account, the email address that you will see is SC3804502a@schoolcomms.com

Here are some instructions about how to add addresses to the safe sender list for some of the more commonly used email programs:

Outlook 2007, Outlook 2003 or Outlook Express

You have three options to choose from:

- Select **Actions** from the toolbar at the top of the screen
- Select **Junk E-mail** from your pulldown menu
- Select **Junk E-mail Options**
- Click the **safe sender** tab
- Click **Add** - type in the email address you wish to add to your safe sender list
- Click **Ok**

Open the email

- In the toolbar options at the top, click the **Safe Lists** drop-down - NOTE - this is located in the junk email section
- Select **Add sender** to address book
- Click **Ok**

Open the email

- In the toolbar options at the top, click the **Safe Lists drop-down** - NOTE - this is located in the junk email section
- Select **Add sender's domain** (@example.com) to safe senders list
- Click **Ok**

Outlook 2010

- In Outlook, go to the **Home** tab
- Click the **Junk** button
- Choose **Junk E-mail Options** from the drop-down
- Go to **Safe Senders** tab
- Type in either the email address or the domain name you wish to add
- Click **Ok**

Outlook 2013

- Select the **Home tab** and select the **Junk icon** then **Junk Email Options**
- You may get a message to say this is not available but click on **OK** and the options should open
- Select the **Safe Senders tab** and add your school's Schoolcomms email address

AOL 9.0 or higher

You can do either of the following:

- Copy the **from** address from the latest email
- In the pop-up box, select **Add**
- Paste the copied address/type the address required in the **Other** email field
- Make the newly added address the **Primary email address** by checking the checkbox
- Select **Save**

AOL 8.0

- Select **Mail** in the menu on the top of the screen
- Select **Mail Controls**
- The mail control screen will be displayed. Select **Next**
- Select **Customise mail controls** for this screen name and click **Next**
- You can select **allow email from all AOL members, email addresses and domains** (allows all emails)
- Select **Next** until the Save button shows up at the bottom
- Select **Save**

Outlook.com (formerly Hotmail)

- Open your Outlook mailbox
- Select **Options** from the top right (next to the question mark)
- Select **More options > safe and blocked senders** (under **Preventing junk email**)
- > Safe senders**
- In the space provided, enter the address - EXAMPLE - You can either enter a specific email address or use *xxxxx.com or @xxxxx.com to whitelist the domain (replace the xxxxx with the domain name).
- Select **Add** to list
- Ensure the safe mailing lists box has the address you entered, and select **Ok**.

Yahoo! Mail

In Yahoo Mail, your contacts list is your whitelist. To add the "from address" to your Yahoo contacts:

- Open your Yahoo mailbox
- Click the **address book icon** under the Yahoo! Mail log. When you roll your mouse over it, it will say **Contacts**
- Click **New contact**
- Fill in the fields of your contact
- Click **Save**

Gmail or Goglemail

- Select contacts from the options on the left side of the Gmail Inbox
- Select **Create** contact on the top menu
- Enter the email address in the primary email box
- Select **Save**

Apple Mail

- Add the email address to your address book
- In Training mode, emails will arrive in the inbox highlighted in brown. In Automatic mode, junk emails will arrive in the Junk box.
- To add an email that arrived in the Junk folder, highlight the email message, click **Mark** and select **As Not Junk Mail**

Talk Talk

- Click the **Settings** tab
- Click the **Mail** link in the settings list
- From the Filters section, select **Blocked Senders List**
- Click on **Edit**
- Make the necessary changes. You can add and remove named users from the list of blocked senders. You can turn the filter on and off by selecting **Active or Inactive**
- Click **Ok** when finished

BT Internet

- Click the **Settings** tab
- From the Settings tab, select **the Safe senders folder**
- Click the **Add** button
- Enter the email address you wish to mark as safe and press **Save**
- A confirmation message will appear and the email address will be added to your safe senders list

MSN

- Select **Settings; email; junk email** (bottom left, just above calendar)
- From the email settings screen, select **Junk email guard**
- Select **Safe list**
- Enter the email address - EXAMPLE - You can either enter a specific email address or use *xxxxx.com or @xxxxx.com to whitelist the domain (replace the xxxxx with the domain name).
- Select **Add**