

Dear Parents,

If your @hotmail.com or @ Yahoo.co.uk address is currently having issues receiving forwarded email address from the Hambleton domain, please check for the following settings for us to make sure that it's not contributing to this issue.

- >Junk Folder
- >Junk Mail Settings
- >Blocked/Safe Senders List
- >Email Rules

Check your Junk folder

1. Sign in to Outlook.com account.
2. Click on **Junk** on the left pane.
3. Check to see if the missing mail is in this folder.
4. If you see any messages that should have been delivered to the Inbox, click the **Not Junk**.

Check your Blocked sender list

1. From your Inbox, click the cog icon.
2. Select **Options** .
3. Under "Preventing junk email", click **Safe and blocked senders**.
4. Click **Blocked senders**.
5. In the Blocked senders list, select the name or domain (the part of an e-mail address that follows the @ sign, such as hambletonprimaryacademy.co.uk) that you want to receive emails from.
6. Click << **Remove from list**.

Add the email address to your Safe senders list

1. From your Inbox, click the cog icon .
2. Select **Options** .
3. Under "Preventing junk email", click **Safe and blocked senders**.
4. Click **Safe Senders**.
5. In the text box, type in the email address or domain you'd like to always receive emails from.
6. Click **Add to list >>**.

Check your Email Rules

1. From your Inbox, click the cog icon.
2. Select **Options** .
3. Click **Rules for sorting new messages** under "Customizing Outlook".
2. Perform one of the actions as per your requirement:
Click **Edit** next to the rule that you want to edit.

Or

Choose the rule that you want to delete and click **Delete**.

Note: Not all international characters are supported as filters.

Check your Junk Mail Settings

1. From your Inbox, click the cog icon.
2. Select **Options**.
3. Under "Preventing junk email", click **Filters and reporting**.
3. Under "Choose a junk e-mail filter", choose the level of protection that you want, and then click **Save**. If the Exclusive level was set, all emails will go directly to your Junk folder except for messages from your contacts and email addresses that are in your safe senders, Outlook service announcements, and alerts that you signed for.
4. Click **Save**.

To go back to your inbox, click **Outlook** on the top left portion of the screen.

Check your Reply-to address

1. From your Inbox, click the cog icon.
2. Select **Options** .
3. Under "Writing email", click **Reply-to address**.
2. Select the radion button beside **Current e-mail address**.
3. Click **Save**.

Regards

ICT Paul