



Not Receiving Emails

Are people telling you that they have sent you an email but you have not received it?

Do you use any of the following to read your mail?

- Outlook which is part of the Windows Office Suite
- Thunderbird
- Windows Live Mail
- Mail (Windows 10)

If you use a web browser such as Internet Explorer, Google Chrome, Firefox, Edge, Opera, Safari, etc. to view you emails, then the contents of this memo does not apply to you. Just remember to check you junk mail folder regularly.

Were you aware that many email service providers, filter your emails for what they think is junk email before they forward any emails to you?

When email services providers filter email prior to deliver they transfer it to your online junk mail folder and do not forward it on to you. Emails transferred to the online junk email folder are automatically deleted after a number of days. You will never see these so-called junk emails unless you go on line and check you email directly with the email service provider.

How to go on line:

Follow the appropriate link below to login to you online email account. You will need you email address and password that you use to access you email.

Hotmail - <https://login.live.com/> (will also work for outlook.com email addresses)

Gmail - <https://accounts.google.com/>

BT - <https://signin1.bt.com/login/emailloginform>

Virgin Media - <https://my.virginmedia.com/home/index> (then click on Email on the right of the very top line.

Plusnet - <https://www.webmaillogin.co.uk/plusnet-webmail-login/>

For other do a search for: <Service Provider Name> login i.e. "Hotmail login"

Checking for Junk emails

Navigate to the Junk mail folder or possible the Trash folder. Are there any email there? If there are and you would like to download them just drag the email to your inbox.

To correct this for future emails add the full senders email address or domain name to the "Safe Senders List". This differs for each email service provider.

(The domain name is the bit after the @ symbol. Be careful as if you add a domain name then all emails with that domain name will be considered safe. This might not be the case with domains such as hotmail.com, google.com, etc. Possible OK with specific company or club domain names that you trust. If unsure stick to fill email addresses.)

Seek help if unsure on any of this as it can appear complicated at first sight, but it is not really.