Safe Sender Email Instructions

Having issues receiving emails from Central Catholic High School?

Usually when this happens, your email service provider <u>or</u> you may have the default email filter settings too high, or you have accidentally placed one of our emails in your junk mail. Once you place something in junk; most email systems remember this and place all future emails from the same person/place into the junk as well. If this is the case, you can generally remedy this with a few easy steps.

If you found an email or notification from Central Catholic High School or Rediker (PlusPortals) in your spam/junk folder:

Please add the following to your address book or contacts as well as making the addresses below part of your safe senders list. This will ensure that you continue receiving important communications from Central Catholic High School.

ADD TO YOUR SAFE SENDER / NOT JUNK / NOT SPAM LIST
@centralcatholic.net
noreply@centralcatholic.net
@k12msg.com
mail@k12msg.com
messenger@plusportals.com
noreply@centralcatholicnet.myenotice.com

We have provided instructions for various email providers below that should help you to add the above domains and emails to your Safe Senders list.

If you have an email provider that helps block spam or are using some type of corporately managed email, it is likely that your provider or network setup may be blocking incoming emails from us or one of our affiliate domains listed above. In order to prevent this, please verify if you can change the filter settings yourself using the instructions below if available or contact your IT Administrator at work and ask them to add the above listed domains/email addresses to your company's safe sender list. They should be able to add the permission to allow these emails to come through, allowing you access the emails. If they cannot do this or it is against their policy, you may need to provide the school with a different email address.

How to Add an Email Address to Your Email's Safe Senders list

<u>Email Account Providers</u>

Gmail

Mark messages as 'Not spam'

If Gmail has marked emails you wish to list as spam, tell Gmail the emails are not spam.

1. In Gmail, navigate to the spam folder.
2. Search for emails containing the domain you wish to safe sender list (e.centralcatholic.net).
3. Select all the emails shown.
4. Select '**Not spam'**.

Create a filter for the address

Create a filter to tell Google to add safe sender list email from a domain.

1. Click the cog icon in the top-right corner, and then **'See all Settings'**
2. Click on **Filters** (top nav bar) and then **Create a new filter**
3. **E**nter the **domain** of the email you want to safe sender list in the **From** field
4. Click **Create filter with this search**
5. In the box headed **When a message arrives that matches this search** select **Never send it to spam**
6. Click the **Create filter** button

Microsoft Outlook 2010 & 2013

- Step 1: On the Home Tab, in the Delete Group, click Junk
- Step 2: Select Junk E-Mail Options from the dropdown list
- Step 3: Select the Safe Senders tab
- Step 4: Click Add, and enter the email address in the window that appears
- Step 5: Click Ok

Microsoft Outlook 2007

- Step 1: Open the email
- Step 2: Click Options on the Tools menu
- Step 3: On the Preferences tab, under Email, click Junk E-mail
- Step 4: Select Safe Senders or Safe Recipients tab and click add
- Step 5: Enter the email address of the contact and click Ok

Microsoft Outlook Express 6+

- Step 1: Open the email
- Step 2: Left-click the sender icon, or right click the sender's name
- Step 3: Click Add to contact
- Step 4: Click Save and close

MSN Hotmail (Classic)

- Step 1: Open the email.
- Step 2: Click Save Address in the menu bar.
- Step 3: Verify that the contact information is correct
- Step 4: Click OK on the next screen.

Window Live Hotmail

Adding to the Address Book doesn't automatically add you to the Safe Sender list - you must mark the sender as Safe.

- Step 1: Open the email
- Step 2: Click on the Mark as Safe link

Yahoo! Mail

- Step 1: Open the email
- Step 2: Select the Add to Address Book link.
- Step 3: Enter the email address of the contact and click on Save Contact.

Managing your Spam and Junk folders

For your convenience, we have provided links to tutorials for handling junk mail folders for the most popular email software and providers:

- Gmail spam
- Yahoo spam
- Comcast.net & Xfinity.com spam
- Outlook junk folder
- Outlook clutter folder