Please follow the steps below if you believe you are not receiving email messages from Kyrene School District:

1. **Verify your email inbox Spam/Junk and Filtering Settings.**

   Kyrene School District SchoolMessenger email messages can automatically be flagged as Spam by your email provider, depending on your email inbox filtering settings.

   If an email from Kyrene School District is found in your Spam or Junk folder, please try the following:

   o **Check your inbox automatic filter settings.** Email providers can have automatic filtering in place, which will move email messages it thinks are low priority or junk to a folder outside of your main inbox, typically the "Spam" folder. Because of this automatic setting, it is up to you to manually verify your settings to determine if an email message is a priority, and how you want your email provider to sort these messages.

      Verify your Microsoft Outlook Clutter, Gmail Spam, or Yahoo Spam settings.
      (Contact your email provider for more information, or check for their Help or Support Center online. Help Centers typically have a search tool embedded on the web page. There, you can usually search for the term "spam" and any associated support articles will appear.)

   o **Add the Kyrene School District return address as a contact, or create a rule that will route all email messages to a specific inbox folder.** Email providers can have automatic filtering in place, which will move email messages it thinks are low priority or junk to a folder outside of your main inbox, typically the "Spam" folder. All Kyrene School District SchoolMessenger email messages are sent from a valid *@kyrene.org* return email address, typically the Kyrene school secretary or school principal. To prevent Kyrene email messages from ending up in your inbox Spam or Junk folder, add the contact (the school secretary and/or the school principal's @kyrene.org email address) to your inbox contacts list, or create a manual rule to route email messages from the school secretary and/or the school principal's @kyrene.org email address to your inbox folder. School administration email addresses can be found on the school website. For more information on how to add contacts or set rules, contact your email provider.

      Microsoft Outlook Support Center
      Add Contact (Outlook Support)
      Manage Email Message by Using Rules (Outlook Support)

      Gmail Support Center
      Add Contact (Gmail Support)

LEARNING. LEADING. ACHIEVING.

Create Rules to Filter Your Emails (Gmail Support)

Yahoo Mail Support Center
Add Contact (Yahoo Support)
Use Filters to Organize Mail (Yahoo Support)

2. **Verify that your email address is correct in ParentVUE as a parent/guardian.**

   Parents and guardians of enrolled students are automatically set to receive email messages from Kyrene School District (through SchoolMessenger). Kyrene School District uses existing student contact information to reach parents and guardians. This data is updated daily. Please verify your contact information in ParentVUE to ensure that it is current. If you need to update the contact information, call your school for assistance in making changes.

3. **Check the SchoolMessenger FAQ web page for more information on Email, Phone and SMS messaging from Kyrene School District.**

Submit a re-subscribe request if you unsubscribed from Kyrene email messages previously and would like to receive email messages again:

Please complete the re-subscribe to email form. This form is for individuals who have children currently enrolled at Kyrene School District and have unsubscribed, or chose to opt-out, from Kyrene School District email communications, and would like to re-subscribe to email communications using the same email address they unsubscribed with. Please allow up to two (2) business days for processing.