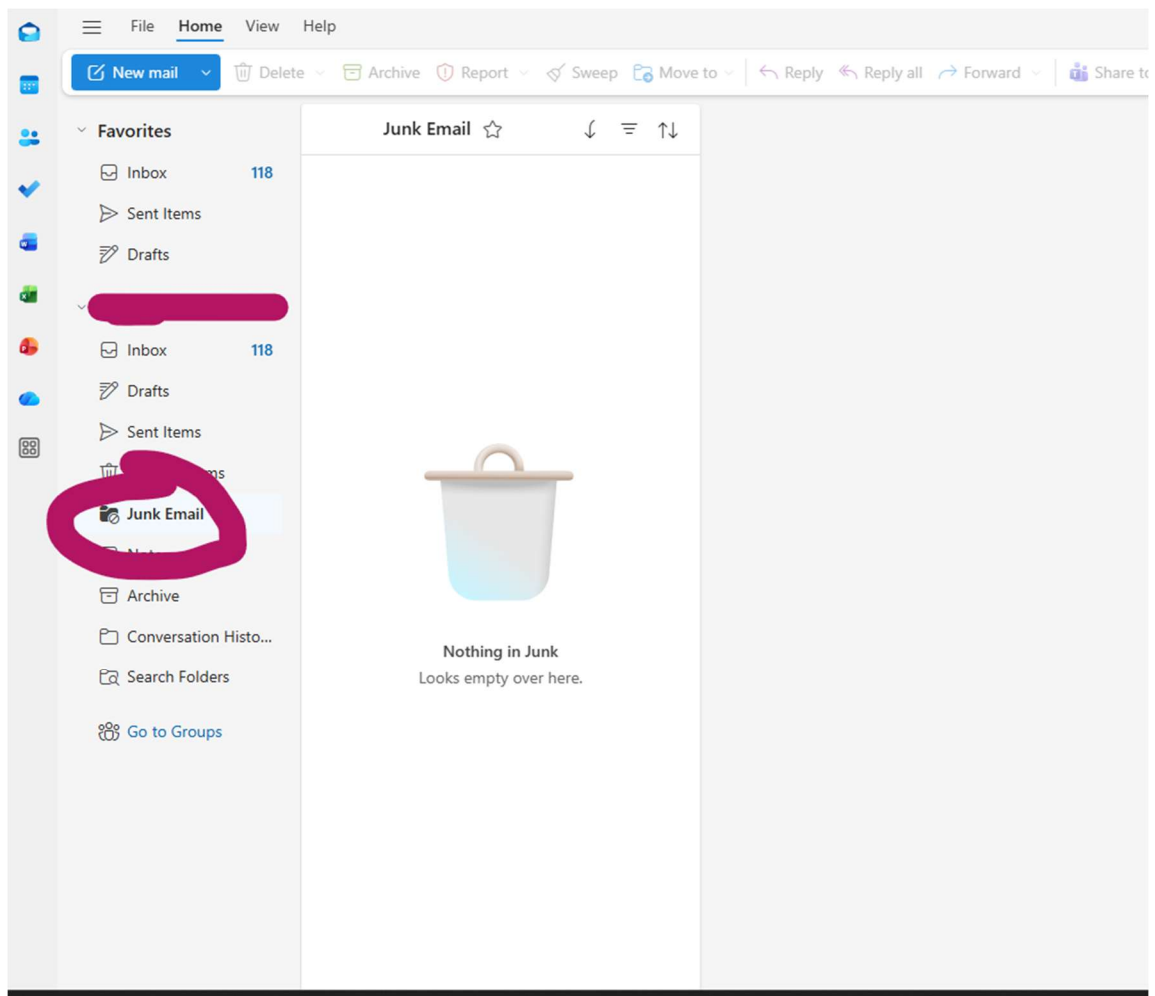


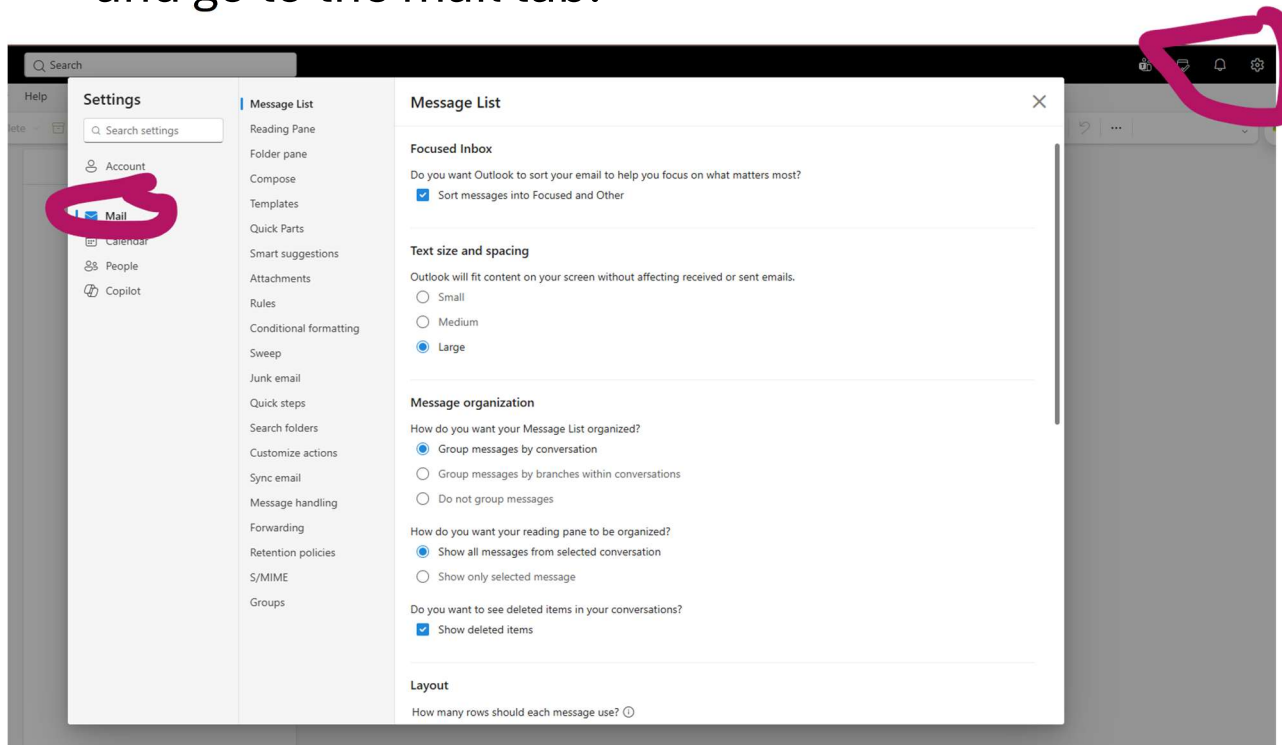
School Messenger Email Troubleshooting Guide

1) Log in to your Outlook on the Web / Hotmail account from a web browser.

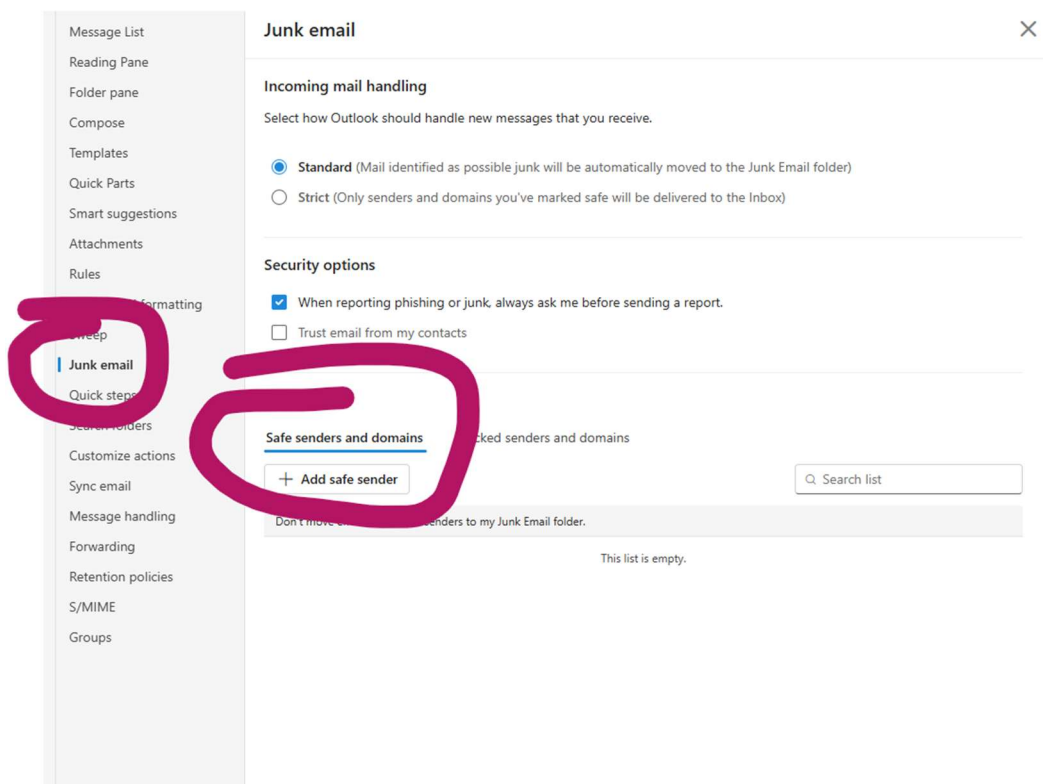
2) Check your Spam/Junk Folder:



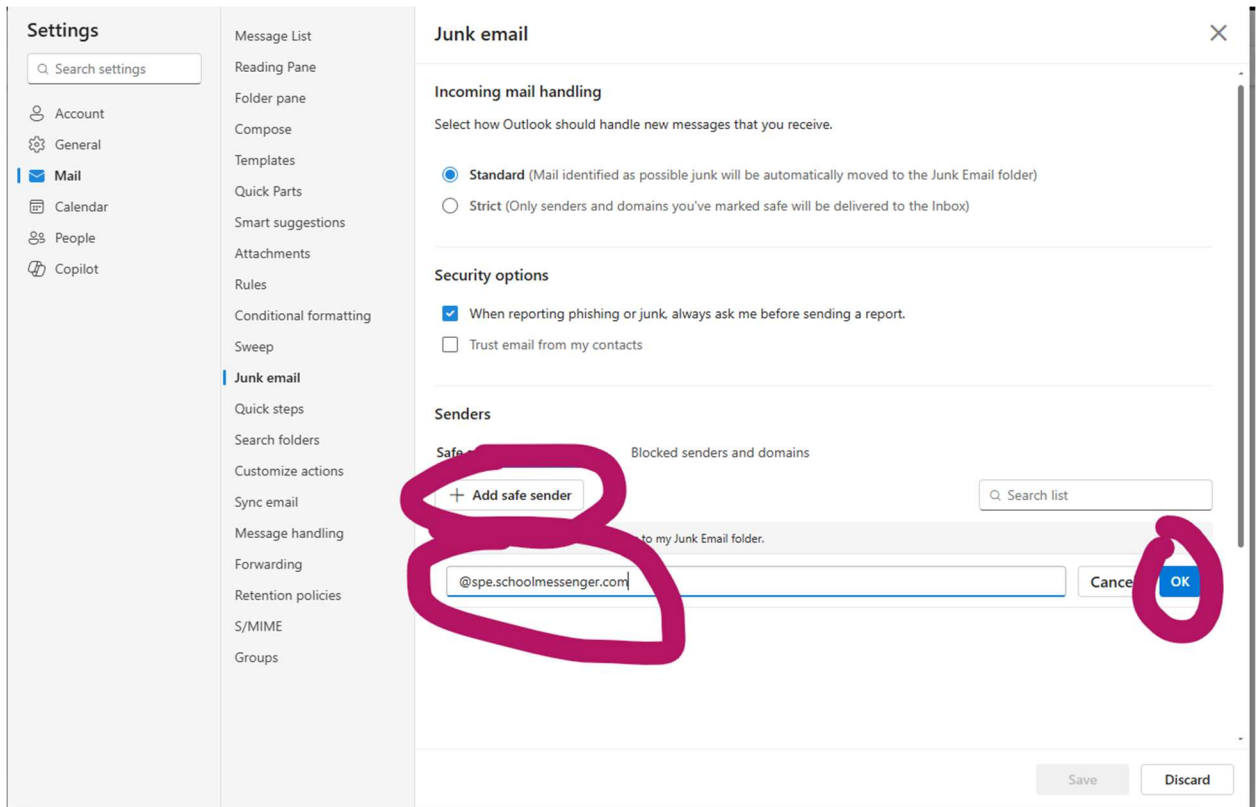
3) Click the Gear in the top right corner of the screen and go to the mail tab:



4) Click on “Junk Email” then go to the “Safe senders and domain” section:



5) Click “Add Safe Sender” then type *@spe.schoolmessenger.com and Click “OK”



6) This will whitelist School Messenger emails in Hotmail/Outlook.