

Make sure you never miss our communication

Occasionally emails from school may end up in your Spam or Junk Mail folders rather than your inbox. This is not only an inconvenience for you if you do not receive important information, but can also cause our email system to disable your address, which can cause issues with online payments as well as contact with the school. Here are some instructions about how to add addresses to the safe sender list for some of the more commonly used email programs.

Important

Please note that when you receive an email from the School messaging system, the email address that you will see (and therefore need to add as a safe sender) is SC8154210a@schoolcomms.com

There are times where the nature of the content / attachments means we cannot use Schoolcomms - these emails will typically come addressed directly from P.Howarth@southcraven.org

Outlook 2007, Outlook 2003 or Outlook Express

You have three options to choose from:

- Select 'Actions' from the toolbar at the top of the screen
 - Select 'Junk Email' from your pulldown menu
 - Select 'Junk Email' Options
 - Click the 'Safe Sender' tab
 - Click 'Add' - type our addresses: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
 - Click 'OK'
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- Open an email you have received from school
 - In the Toolbar Options at the top, click the 'Safe Lists' dropdown (this is located in the 'Junk Email' section)
 - Select 'Add Sender' to Address Book
 - Click 'OK'
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- Open an email you have received from school
 - In the 'Toolbar Options' at the top, click the 'Safe Lists' dropdown (this is located in the 'Junk Email' section)
 - Select 'Add Sender's Domain' (@example.com) to Safe Senders list
 - Click 'OK'

iPhone / iPad Mail

If you can locate a message from the school system:

- Tap on the 'From' address (usually 'South Craven School')
- The contact details will appear
- Tap 'Create New Contact'
- There is no need to add any other details unless you wish to
- Tap 'Done' to finish

Outlook 2010

- In Outlook, go to the 'Home' tab
- In the 'Delete' group, click the 'Junk' button
- Choose 'Junk Email Options' from the dropdown
- Go to the 'Safe Senders' tab
- Type our addresses: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- Click 'OK'

Outlook 2013 / 2016

- Select the 'Home' tab and select the 'Junk' icon then 'Junk Email Options'
- You may get a message to say this is not available, but click on 'OK' and the options should open
- Select the 'Safe Senders' tab and add our addresses: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org and click 'OK'

AOL 9.0 or Higher

You can do either of the following:

- Copy our address: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- In the pop-up box, select 'Add'
- Paste the copied address / type the address required in the 'Other' email field
- Make the newly added address the Primary email address by checking the checkbox
- Select 'Save'

AOL 8.0

- Select 'Mail' in the menu at the top of the screen and select 'Mail Controls'
- The Mail Control screen will be displayed - select 'Next'
- Select 'Customise Mail Controls' for this screen name and click 'Next'
- You can select 'Allow Email' from all AOL members, email addresses and domains (allows all emails)
- Select 'Next' until the 'Save' button shows up at the bottom and select 'Save'

Outlook.com (Formerly Hotmail)

- Open your Outlook mailbox
- Select 'Options' from the top right (next to the question mark)
- Select 'More Options' > Safe and Blocked Senders (under Preventing Junk Email) > Safe Senders
- In the space provided, enter our address: SC8154210a, SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- Select 'Add to List'
- Ensure the Safe Mailing Lists box has the address you entered and select 'OK'

Yahoo! Mail

In Yahoo Mail, your contacts list is your whitelist. To add the "From Address" to your Yahoo contacts:

- Open your Yahoo mailbox
- Click the address book icon under the Yahoo! Mail log - when you roll your mouse over it, it will say 'Contacts'
- Click 'New Contact'
- Fill in the fields of the contact with our address: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org and click 'Save'

Gmail or Googlemail

- Select 'Contacts' from the 'Options' on the left side of the Gmail inbox
- Select 'Create Contact' on the top menu
- In the 'Primary Email' box enter our address: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- Select 'Save'

Apple Mail

- Add the email address to your Address Book: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- In Training Mode, emails will arrive in the inbox highlighted in brown, in Automatic Mode Junk emails will arrive in the 'Junk Box'
- To add an email that arrived in the 'Junk' folder, highlight the email message, click 'Mark' and select 'As Not Junk Mail'

TalkTalk

- Click the 'Settings' tab
- Click the 'Mail' link in the Settings list
- From the 'Filters' section, select 'Blocked Senders List'
- Click on 'Edit'
- Make the necessary changes - you can add and remove named users from the list of blocked senders - you can turn the filter on and off by selecting 'Active or Inactive'
- Click 'OK' when finished

BT Internet

- Click the 'Settings' tab
- From the 'Settings' tab, select the 'Safe Senders' folder
- Click the 'Add' button
- Enter our email address: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- Press 'Save'
- A confirmation message will appear and the email address will be added to your Safe Senders list

MSN

- Select 'Settings' > Email > Junk Email (bottom left, just above calendar)
- From the 'Email Settings' screen, select 'Junk Email Guard'
- Select 'Safe' list
- Enter our email address: SC8154210a@schoolcomms.com and P.Howarth@southcraven.org
- Select 'Add'