

Receiving Emails from Beacon

Members sometimes stop getting Beacon emails. This note explains one cause and what members can do about it when it does. I realise that if you're reading this email, you're probably not having this problem, but maybe you know someone who is affected and you can advise them.

Beacon has checks for 'spam' email and enforces them strictly. If this is the case, the email is usually sent to the receivers' Spam or Junk folders and only they can remove them.

Emails arriving in Spam or Junk folders can usually be dealt with by right clicking and picking from the available options like **Not spam** or **Never block sender**. This will add the sender's email address to a Safe Senders List and stop future emails from that sender going into Spam or Junk folders. Members should also check that the sender's email address is not on a Banned senders list.

The method of changing Junk/Spam settings varies depending on who the email provider is and whether it is accessed via a website or via an email application such as Microsoft Outlook. Details for some of the more commonly used email providers and applications are shown below.

Apple products

There are no junk mail settings on iPads, iPhones and Macs apps. Users need to log in via their email provider's website and adjust the settings there.

Outlook.com (including Hotmail)

Log in to Outlook.com and have a look in your **Junk mail folder**. If there are any U3A emails in there right-click the email and choose **Not junk**. The email will be moved to your inbox.

Click on the gear wheel icon (top right) to open the **Settings** menu and click **Options**. Under Junk email, click **Blocked senders**. If there are any U3A addresses in the list, select them and then click the dustbin icon to remove them from the Blocked Senders list.

Click **Safe Senders** (under Junk email). Type "noreply@u3abeacon.org.uk" in the box and click on the plus sign to add that email address to the Safe Senders list.

Sky/Yahoo Email

If an email arrives in the Spam folder, click **More** (or right click) followed by **Not spam**. This will move the email to the Inbox.

To check what is on your Banned Addresses list, click the gear (cog) icon, followed by **Settings** and then **Banned addresses**.

Microsoft Outlook

If an email arrives in in the Junk folder, right click and select **Junk**, followed by **Not Junk**. This will move the email to the inbox and advise you that “Outlook will not block future emails from noreply@u3abeacon.org.uk”.

Alternatively, you can click the Junk icon in the top menu or right click the email and select either **Never block sender** or **Never block sender’s domain**.

To add the U3A email address to your safe senders list, click the **Junk** icon in the top menu, followed by **Junk email options**. Click the **Add** button on the Safe senders tab and enter noreply@u3abeacon.org.uk in the box.

Finally

After you take any of these actions to recover mail from your spam and/or junk email folders, please inform Causeway U3A’s Beacon administrator (beacon@causewayu3a.co.uk) as they will have to unblock your address on the system.

This document is also available on our web site – [click here](#).