

# How to prevent choir emails from going to your “junk” folder

Your email service (Gmail, Hotmail etc.) uses algorithms to detect junk/spam/phishing emails and divert them into your junk/spam folder instead of your inbox. These cannot always distinguish between unwanted and genuine emails, especially genuine emails from an unrecognized sender or mailing list (such as that used to send out choir emails.)

There are various ways to ensure important mails are not sent to junk, including:

- flagging the mail as “not junk” or “not spam”
- adding the sender to your contacts
- replying to the sender
- adding a filter/rule to send all emails from a particular sender to your inbox
- adding the sender to a “safe senders” list

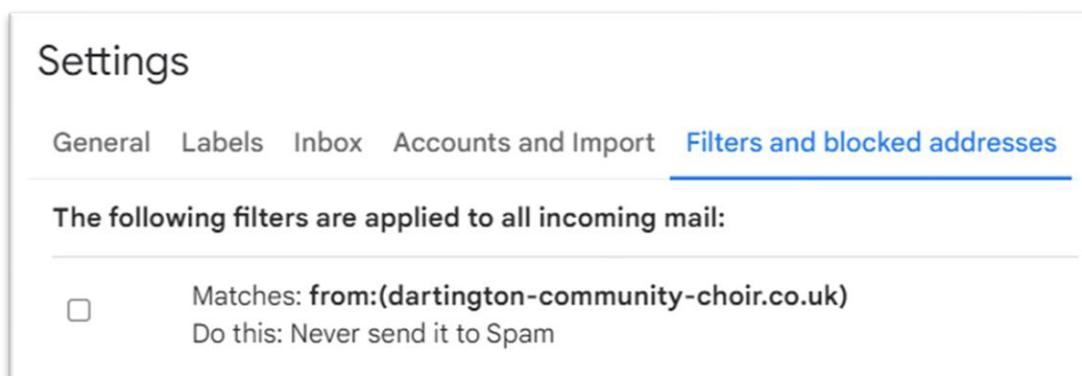
The “safe senders” method is recommended but is not supported by all email providers.

Below are some instructions for the most common email providers. If yours isn’t listed, then try a search on Google/Bing for “How to stop emails going to junk” followed by the name of your email provider, and look for instructions that you can follow.

NB: it’s often easier to do all of this on a desktop/laptop computer rather than on a phone/tablet (many of the more complex settings are not available on mobile devices.)

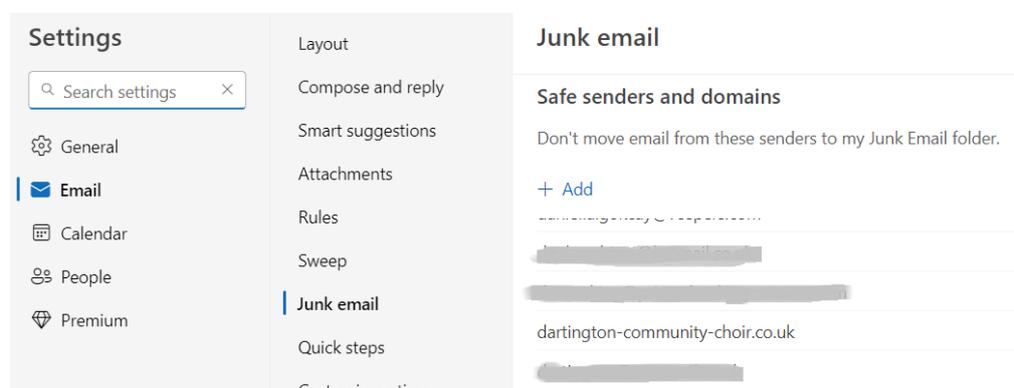
## Gmail / Gmail

1. Click on the  (**Settings**) cog, top right
2. Click **See all settings**
3. Click on **Filters and blocked addresses** in the list at the top
4. Click **Create a new filter**
5. On the ‘From’ line, enter: **dartington-community-choir.co.uk**
6. Click on **Create Filter** at the bottom
7. Tick the box next to **Never send it to Spam**
8. Click on **Create Filter** at the bottom
9. If you did it right the result should look something like below; if not edit / delete and try again!
10. Click **inbox** on the left to get back to your emails



## Hotmail/Outlook.com

1. Click the  (**Settings**) cog, top right
2. Type **Safe Senders** into the Search Settings box top left
3. Select **Safe senders and domains**
4. Under Safe senders and domains section, click **+Add**
5. Enter **dartington-community-choir.co.uk** and then press **Enter** on your keyboard
6. If you scroll down the list in the **Safe senders and domains** section, you should now see **dartington-community-choir.co.uk** in the list (see below)
7. NB: make sure you did not add this to the Blocked senders and domains list! That has entirely the opposite effect to that required!



## BT Internet

See the **Using the safe senders feature** section on [this page](#).

Note: the email address you should mark as safe is **dartington-community-choir.co.uk** (this is the part after the @ sign, technically known as the email domain. It ensures that all emails from the choir will be trusted – whether dccnews, tenors, committee or whatever.)

If it won't let you add this domain, then just add our main mailing list address i.e. dccnews@ dartington-community-choir.co.uk

## iCloud (apple)

Go to your **junk** folder, click on an email from the choir, then **click the ... icon** and choose **'move to inbox'**. Do the same for other such 'wanted' mails. Over time iCloud should learn that these emails are not junk, and to send them to the inbox.

(There is no Safe Sender option in iCloud. Something similar can be achieved using email 'rules' but it is too complex to describe/recommend here.)

## Sky / Yahoo

1. Sign into your Sky or Yahoo! Mail account.
2. Click the Settings icon  in the top-right corner.
3. Click **Filters** from the left-hand menu.
4. Select **Add new filters**.
5. Enter a **Filter Name**.
6. Select the filter criteria **contains** from the drop-down list.
7. In the **Sender** field, enter: **dartington-community-choir.co.uk**
8. Select **Inbox** as the folder to deliver the email to.
9. Click **Save**.
10. The filter is created.