



Teacher2Parents Hotmail and Microsoft Live Email Delivery

Dear Parent/Carer

We have received the following message from Teachers2Parents regarding delivery of some emails:

Dear School,

Hotmail and Microsoft live have updated their security filters for incoming emails, this has resulted in some parents experiencing emails from Teachers2parents going into the Junk and Spam folders or failing to be delivered at all.

To prevent this from happening we recommend that you inform parents with hotmail and microsoft live email addresses to check their junk folder and to also store the email address, donotreply@teachers2parents.co.uk as a contact and in their "safe senders" list.

Instructions below :

How to add Teachers2Parents as a Contact:

1. In the far bottom left, click on People which is a icon that looks like two people
2. On this new page, click on the green New Contact button in the top left
3. In the window, type the school name in the First Name/Surname fields
4. Under Contact Information, type in donotreply@teachers2parents.co.uk
5. Click Create

Now click on Mail in the far bottom left which looks like an envelope icon.

How to add Teachers2Parents as a Safe sender:

1. Click on Settings which is a cogwheel icon in the top right hand corner
2. Click 'View all Outlook settings' which will open a window
3. On the left hand side menu, click on Junk email
4. Under 'Blocked senders and domains', please check that there is nothing there for [@teachers2parents.co.uk](mailto:donotreply@teachers2parents.co.uk). If there is, click on the Delete icon to remove it.
5. Under 'Safe senders and domains', click on Add and type in donotreply@teachers2parents.co.uk
 - o You could also add this email to the Safe mailing lists further down
6. Click Save in the top right corner.

Kind regards
Software Support