



HITCHIN GIRLS' SCHOOL

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Headteacher: Mrs.F.C. Manning

Ref: 29

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SIMS InTouch Communication Issues

Dear Parent / Guardian,

I am writing to you as it has been brought to our attention that some of our Parents/Carers may not be receiving our InTouch communications. Please note that some school emails are sent to Parents/Carers via SIMS InTouch.

If you are currently not receiving our communications you should add our school InTouch email address 9194009@sims-communications.co.uk as an approved sender to your email account.

In addition please check your spam/junk folders for any school emails that you may have missed and if you find any please mark them as safe.

Step by Step guide to add our SIMS InTouch email account as a Safe Sender

To stop emails from SIMS InTouch being categorised as spam you can manually add our SIMS InTouch email (9194009@sims-communications.co.uk) to your mailbox "safe senders" list.

Below details how to add an email to your safe sender list from the most common mailboxes:

Outlook/ Hotmail



1. At the top of the page, select Settings > Mail.
2. Select Mail > Accounts > Block or allow.
3. To add an entry to Safe Senders and Recipients, enter the email address or domain that you want to mark as safe in the Enter a sender or domain here text box.

BT Email



1. From the Settings tab, select the "Safe senders" folder and click on the Add button
2. Add the email address you want to mark as safe and click Save
3. After a confirmation message the email address will be added to your list of safe senders

Apple Mail



1. Open the email from the sender you would like to add to the safelist.
2. Click on the sender's email address at the top of the email
3. A list of options will appear on a drop down
4. Click on "Add to Address Book"
5. Your sender will be automatically added to your Apple Mail safe senders list.

Gmail



1. Select Actions from the toolbar at the top of the screen.
2. Select Junk E-mail.
3. Select Junk E-mail Options...
4. Click the Safe Sender tab.
5. Click Add.
6. Type in the email address you wish to add to your safe sender list.
7. Click OK.

Yahoo! Mail



1. Click on the address book icon under the Yahoo! mail logo. (When you mouse crosses it, it will say Contacts.)
2. Click New contact.
3. Provide a suitable name and type (or copy and paste) the email address:
4. Click Save.

Should you have any other questions, please do not hesitate to get in touch via phone or email.

Yours sincerely,



Frances Manning

Headteacher