

HAVING PROBLEMS RECEIVING E-MAIL ?

All Internet Service Providers, such as BT, TalkTalk, Virgin, Sky, or Google (Gmail), are applying increased levels of security to all their services, including how they handle e-mail.

One effect of this is that many more legitimate messages are being classified automatically as SPAM or JUNK, so that you might not receive genuine messages being sent to you, not only from Congleton u3a, but from family or friends as well.

Effect	Possible Problem	Action to Take
E-mails have never been received from Congleton u3a or have recently stopped arriving	Invalid or out of date e-mail address	Please log into our Congleton u3a Website , click on <i>My Information</i> in the lefthand menu, then on <i>Check My Details</i> , and check that your e-mail address is correct. Common issues are old e-mail addresses that need updating, a mistyped address (such as a comma instead of a full-stop), or an extra space in the address.
E-mails have not been received in your Inbox from Congleton u3a but have been automatically transferred into your Spam/Junk folder by your Internet Service Provider.	u3a e-mails have been found in your Spam or Junk folder. This may be the case for messages from: <i>bulletin@congletonu3a.org.uk</i> and <i>dispatch@congletonu3a.org.uk</i>	Right-click or tap on the e-mail in the Spam/Junk folder and then select Not Spam or Not Junk, or open the e-mail and look for a similar option on the menu. This will move the e-mail into your Inbox and generally remove the sender from being blocked in future. This may only be a temporary fix in some systems eg. G-Mail. The sender's address may need to be added to your Contacts list or be set up as an allowed sender. It is worth regularly checking your Spam/Junk folder.
E-mails may have been filtered out by your Internet Service Provider so that they are never forwarded to your computer or tablet.	No e-mails that you are expecting to receive are found either in your Inbox or in Spam or Junk folders.	If you are using a mail application (such as Outlook on a Windows machine, or Mail on an Apple Mac or iPad) then use your browser (such as Chrome, Edge, or Safari) to log on to your ISP's webmail, and then look in the Spam or Junk folder there. If non-spam e-mails are found there, then right-click or tap on them and select the Not Spam or Not Junk option. This should move the e-mail to the Inbox and generally remove the sender from being blocked in future, although you may need to mark them specifically as an allowed sender. If using webmail fails to fix the problem, contact the support team at your Internet Service Provider and request them to not filter out e-mails from Congleton u3a or other senders that you have identified.

<p>Replies to e-mails sent from Congleton u3a never get back to the sender.</p>	<p>This is a known problem if your e-mail address is of the form <your-name>@btinternet.com and you are using BT webmail (logging on to BT Mail using your browser, such as Chrome, Edge, or Safari) or are using the BT App on your computer or tablet.</p> <p>The return e-mail address displays at the top of your reply, on the 'To:' line, as 'Congleton & District U3A<dispatch@congletonu3a.org.uk>' or just 'Congleton & District U3A'.</p> <p>This is the wrong return e-mail address and is a consequence of a deficiency in the BT e-mail app and BT webmail.</p> <p>The consequence of this is that your reply never gets to the person who sent the original email.</p>	<p>The only way round this problem is to use a different way of getting your BT e-mails by setting up an alternative e-mail application on your computer or tablet, (such as Mail or Outlook on a Windows machine, or Mail on an Apple Mac or iPad, or BlueMail on Android).</p> <p>Setting up BT email on any of these applications follows very similar steps, although the details and terms used may be slightly different, and will depend on the version (and the age) of the operating system in use.</p> <p>As an example, if you are using an iPad or iPhone, open the Home screen and tap Settings.</p> <p>Scroll down to Mail (or on older devices, Passwords & Accounts), then tap on Accounts followed by a tap on Add Account.</p> <p>Scroll down and tap Other.</p> <p>Tap Add Mail Account.</p> <p>Enter your name as you want people to see it when they get mail from you in the Name field.</p> <p>Enter your e-mail address in the Email (or Address) field. For example - <i>firstname.lastname@btinternet.com</i></p> <p>Enter your password in the Password field.</p> <p>In the Description field enter the name you want to use to identify the account.</p> <p>Tap Next.</p> <p>You should see 'Verifying' and finally four ticks, which mean that the application has successfully contacted the BT e-mail provider, and your new e-mail application is operational.</p> <p>Open the iPad/iPhone 'Mail' app.</p> <p>Your BT e-mails will now be listed in the Mail app 'Mailbox'.</p> <p>Replies to e-mails received from Congleton u3a this way, will be correctly addressed in your reply, with the e-mail address of the person who sent the original e-mail shown on the 'To:' line.</p>
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If you require any further assistance in trying out the solutions outlined above, please contact [Technical Support](#) and the SAMP team will make every effort to help.