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22 June 2026

Parents / Carers

We are aware that some of you are still not able to see emails from the school. Please follow the instructions below to make sure the emails are not going to your junk/spam folder.

If you have carried out the steps below and are still not getting emails – please drop in to the session below with out IT technician who can help further.

If you have recently changed your email address please contact the school office e to update it.

Here is how to do it across the most popular email services.

Gmail

Gmail relies heavily on **whitelisting** (adding to contacts) and moving things out of the Promotions or Spam folders to train its filter.

1.Check the Spam folder:Step 1.

Open **Spam** from the left sidebar. If the email is there, open it and click **Report not spam** at the top.

2.Add the sender to Contacts:Step 2.

Hover over the sender's name or email address at the top of the email. A profile card will pop up—click the **Add to Contacts** icon (a person silhouette with a plus sign).

3.Create a permanent filter:Step 3.

Click the **gear icon** (Settings) -> **See all settings** -> **Filters and Blocked Addresses** -> **Create a new filter**. In the **From** field, type the sender's domain (e.g., @example . com). Click **Create filter**, check **Never send it to Spam**, and click **Create filter** again.

Outlook / Hotmail

Outlook uses a system called **Safe Senders** to ensure specific addresses are never filtered out.

1.Mark as Not Junk:Step 1.

Go to your **Junk Email** folder. Right-click the email (or open it) and select **Report -> Not junk**.

2.Add to Safe Senders:Step 2.

Click the **gear icon** (Settings) in the top right corner. Go to **Mail -> Junk email**.

3.Save the address:Step 3.

Under the **Safe senders and domains** header, click **+ Add**. Type in the sender's email address or entire domain and press Enter, then click **Save** at the bottom of the page.



Yahoo Mail

Yahoo keeps it simple by utilizing your address book and a basic "Not Spam" toggle.

1. Rescue the email: Step 1.

Navigate to your **Spam** folder. Open the email and click the **Not Spam** button in the top toolbar.

2. Add to Contacts: Step 2.

Open the email in your inbox. Click the **three dots** (More) icon next to the sender's name and select **Add to contacts**.

3. Verify Filter rules: Step 3.

If it keeps happening, go to **Settings** -> **More Settings** -> **Filters** to ensure you don't have an aggressive custom rule accidentally catching the email.

Apple Mail (iCloud)

Apple Mail learns from your behavior, so marking a message correctly usually handles future emails.

1. Move from Junk: Step 1.

Open the **Junk** folder. Select the message and click the **Move to Inbox** icon (or click the **Not Junk** button at the top of the message area).

2. Save the contact: Step 2.

Click on the sender's email address in the "From" line. Click **Add to Contacts** in the dropdown menu.

The Golden Rule for all providers: If you want to whitelist an entire company rather than just one person, use the domain name instead of a full email address (for example, whitelist [example.com](mailto:support@example.com) instead of support@example.com).

If this has not solved the issue, please see Mr Crouch for further help before or after school on Mondays, Tuesdays.

Kind regards,

Ms E Davies
Headteacher
Mayespark Primary School

