

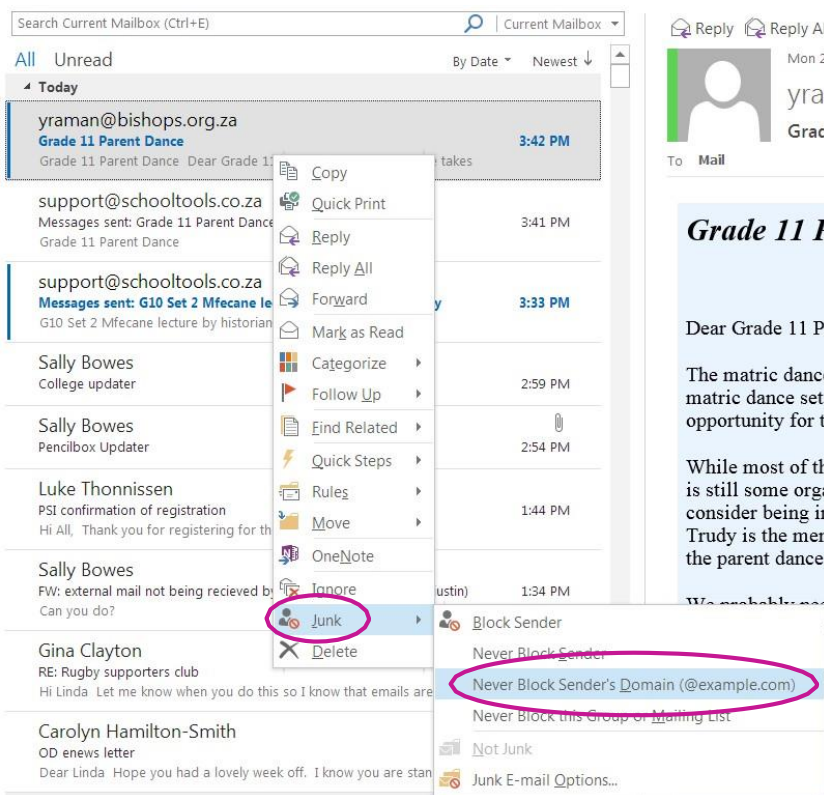
Dear Parents

Please note that email is Bishops' preferred method of communication. It is therefore important to remember to keep us informed of any change to your email address.

We have prepared the following document to assist you make sure that your own personal settings are set up correctly to receive mail from us, without issues.

If you use Outlook, please follow these basic steps to assist us in delivering your mail successfully:

1. Once you have received your first email from Bishops, please **right click** on the **email**, click on **Junk** and select **Never Block Sender's Domain (@example.com)**

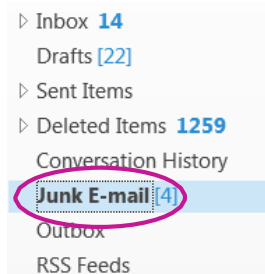


A window confirming that the domain has been added to your safe sender list will display – click **OK**

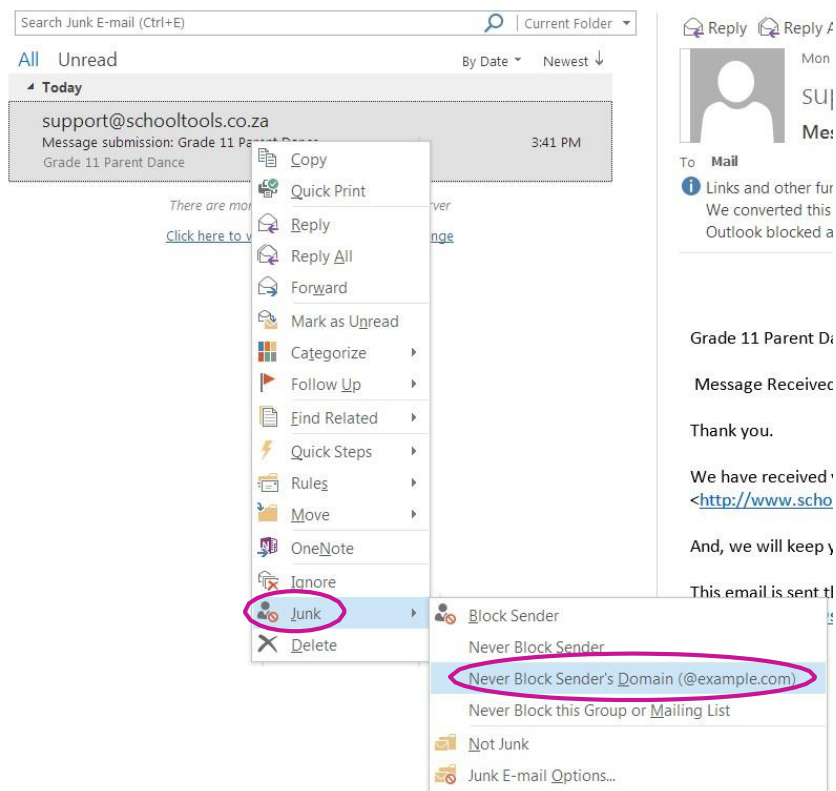


In future, all email coming from the Bishops domain (@bishops.org.za) should be delivered to your inbox.

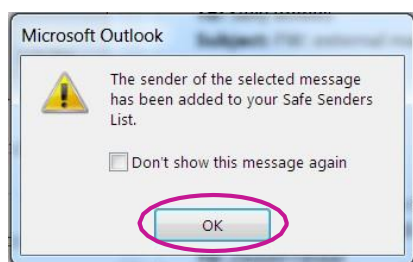
2. If you suspect you are not receiving emails from Bishops, please click on the **Junk E-mail Folder** in your email navigation pane



3. If you have received an email from Bishops in your Junk E-mail folder, please **right click** on the **email** and select **Junk** from the drop down menu followed by **Never Block Sender's Domain (@example.com)**



A window confirming that the domain has been added to your safe sender list will display – click **OK**



In future, all email coming from the Bishops domain (@bishops.org.za) should be delivered to your inbox.



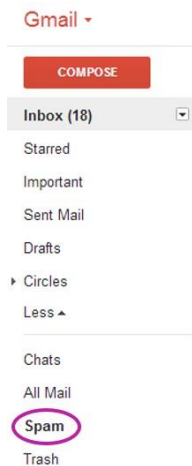
4. If you have not received emails from Bishops in your Inbox or your Junk E-mail folder, please **contact** your **service provider** and request that the domain, @bishops.org.za, is added to your email server's safe sender list.

If you use Gmail, please follow these basic steps to assist us in delivering your mail successfully:

1. Click on **More** in your email navigation pane



2. Open your **Spam** Folder

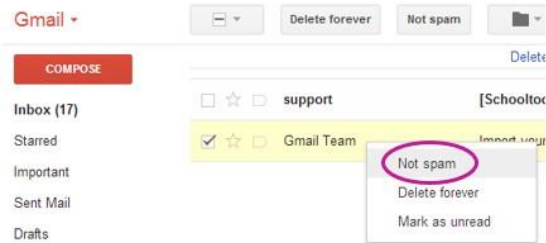


3. If emails from Bishops appear in your Spam folder, select the Bishops email by checking the **tick box**





4. **Right click** on the **email** and select **Not spam**



5. If you have not received emails from Bishops in your Inbox or your Spam Folder, please **contact** your **service provider** and request that the domain, @bishops.org.za, is added to your email server's safe sender list.

Thank you!