



North Spencer County School Corporation Technology Tips

Wednesday, October 10, 2007

Vol. 2, Issue 8

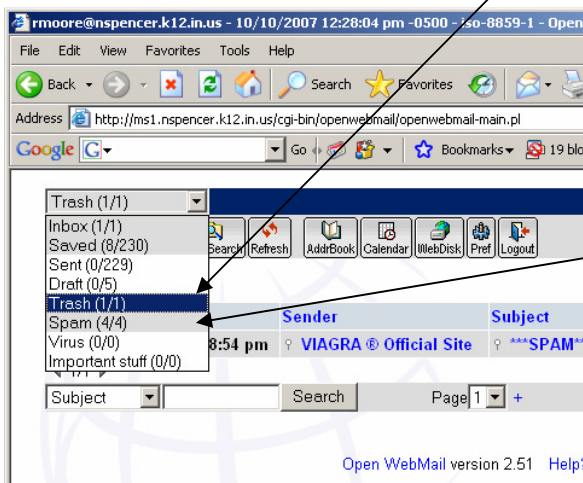
Robert Moore, Webmaster, etc.

I'm Not Getting E-mail People are Sending Me

Of course, this could be a good thing or a bad thing....depending on who it's from and what it's about. ☺

But if someone is trying to send you important e-mail messages and you're not getting them, the problem could be occurring at any one of these levels. At the highest level, the State's T1 line and DNS supplier might be filtering out the sender's e-mail because it's tagged as spam or loaded with a virus. At the school corporation level, our own web server might be doing the same thing. If a message does indeed contain a virus, our web server catches it and won't allow you to see it. Period. At your personal level, your filter might be set to send messages from a particular sender to your Trash, your Spam folder, or some other place.

So, what can you do at your level if you're looking for a message you didn't receive? The first thing you can do is check your Trash, Spam folder, or wherever you have told your filter to send Spam to see if the elusive message landed there. Log into Open WebMail and change your view to **Trash**.



Take a look down your Trash folder and see if it's listed there.

Then, if you have created a special folder your filters sends spam to, check the Spam folder. (I called my folder "Spam.") See if it's in there.

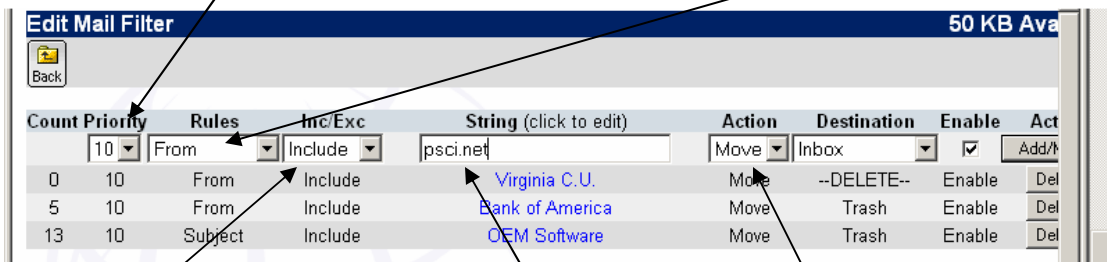
If the missing message is not in either of these places, then it's likely that the sender or message is being blocked at the school corporation or the state level.

But there's still hope. You can change your personal filter to allow messages from a certain sender or domain name (such as psci.net) into your Inbox. This won't override filtering at the school corporation or state level, but it might help. Here's how you allow messages into your Inbox.

1. Log into Open WebMail and go to your **Filters**.



- Now, let's set up a filter to move all mail from a psci.net address (for example) to your Inbox. On **Priority**, let's bump it up to "01." Change the **Rules** to "From."



- Under **Inc/Exc**, choose "Include." For **String**, type in psci.net (or yahoo.com, or whatever domain you want to allow into your Inbox.) You can also allow a particular e-mail address such as jsmith@yahoo.com. Under **Action**, we want "Move."

- For **Destination**, choose "Inbox." Make sure the **Enable** box is checked.



Then, click the **Add/Modify** button.

Now, you have a filter that will send all e-mail from a psci.net address (for example) to your Inbox—as long as the State or school corporation server doesn't knock it out before it gets to you!