Assistance with receiving Club emails

We know some of you have experienced a few technical problems receiving emails from the Club. Please find below some information on how to avoid this happening in the future.

In the first instance, if the emails from the Club are going straight into your junk mail please follow the instructions below dependent on your email provider. If your email provider is not mentioned below please call the Club and Julie will be able to help you further.

Email providers filter incoming emails in a bid to reduce the amount of unwanted emails in your inbox and often these emails can either go straight into your junk folder or it may not even make it to your inbox.

If this does happen then the best way to ensure it doesn't happen again is to add the senders email address to your **safe sender list** or **'white list'**. Here we outline how you can do this on the most common email providers:

Club email: royalliverpoolgolfclub@hdid.co.uk

Outlook Users

- Open the email from the sender you would like to add to the safelist.
- Click on the "Junk" link next to the delete button in the top left corner.
- Click on "Never Block Sender" in the drop-down options below the 'Junk' icon.
- Their email message will be automatically added to your Outlook safe senders list.
- Outlook (Web Version) Users
- Once logged in, click on the cog in the top right-hand side of your inbox.
- Click on "Safe Senders" under the "Mail" tab.
- Open the email from the sender you would like to add to the safelist.
- Enter the email address of the sender and click the plus sign.
- Your sender will be automatically added to your Outlook safe senders list.

Apple Mail

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

Gmail® Users

- Open the email from the sender you would like to add to the safelist.
- Click on the arrow next to an email icon on the far right.
- Select "Add To Contacts".
- You will see the text "Added *Email Address* to contacts." Appear at the top of the screen, meaning your new contact has been added to your Gmail Safe senders list.

Via an iPhone/iPad

- Open the email from the sender you would like to add to the safelist.
- Tap the sender's name in the "From" line.

- On the next screen, tap "Create New Contact".
- Add the details of the email sender (the email will be populated otherwise you will need to add the sender's other details, name, address etc)
- Tap "Done".

Via an Android Phone
- Tap to open the email from the sender you would like to add to the safelist.
- Tap the icon next to the email address on the left-hand side.
- Tap "Create contact".
- Add the details of the email sender (the email will be populated otherwise you will need to add the sender's other details, name, address etc).
- Tap "save".

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If your emails are not appearing in your junk mail or inbox please follow the instructions below, once again, if your email provider is not mentioned below please call the Club and Julie will be able to help you further.

Google Mail
- Click the cog icon in the top-right corner, and then Settings
- Click on Filters and then Create a new filter
- Either
  - Enter the domain of the email you want to whitelist in the from field or
  - Enter the email address of the online group you want to whitelist in the to field
- Click Create filter with this search
- In the box headed When a message arrives that matches this search select Never send it to spam
- Click the Create filter button

Outlook
- Click the cog icon in the top-right corner and then More mail settings
- Select Safe and blocked senders and then Safe senders
- Add the domain of the email you want to whitelist to the list of Safe senders
- Return to Safe and blocked senders and then select Safe mailing lists
- Add the email address of the online group you want to whitelist to the list of Safe mailing lists

Yahoo
- Mouse over the Settings menu icon and select Settings
- Click Filters and then Add
- Enter a Filter Name
- Either
  - Enter the domain of the email you want to whitelist in the Sender field, or
  - Enter the email address of the online group you want to whitelist in the Recipient field
- Select Inbox as the folder to deliver the email to
- Click Save and then click Save again.