HAVING PROBLEMS RECEIVING EMAILS?

Follow these steps based on your email provider. If you are still not receiving emails from your child's teacher after following these steps, please contact Nicole at nicole@connectedclass.com for help.

IF YOUR EMAIL PROVIDER IS GMAIL:

Check your Spam folder:
Often emails from a location that your provider is not familiar with will end up in Spam.

Check your Promotions folder:
Gmail may think that Learning Link is a promotion.

Move to Inbox:
If you have found the emails in either Spam or Promotions, you can move them to your inbox by choosing "Not Spam" or "Not Promotions" once you have opened that folder. See picture below.
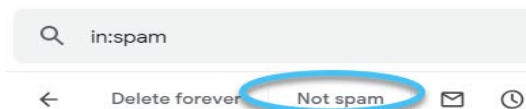
To allow future emails from your child's teacher to go right into your inbox:
1. In your Google email account, choose settings (small gear at the top of your email).
2. Choose "See all settings".
3. Choose "Filters and Blocked Addresses".
4. Click on "Create a new filter".
5. Enter the teachers email in the "From" section.
6. Click on "Create filter".
7. Choose "Never send it to Spam" and choose "Categorize as: Primary".
8. Click on Create filter one last time. The filter has been created and the teachers' emails should always go to your inbox.
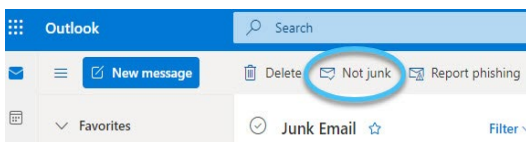
IF YOUR EMAIL PROVIDER IS (MICROSOFT) OUTLOOK/MSN/HOTMAIL/LIVE:

Check your Junk folder:
Often emails from a location that your provider is not familiar with will end up in Junk.

Move to Inbox:
If you have found the emails in your Junk folder, you can move them to your inbox by choosing "Not Junk" once you have opened that folder. See picture below.

To allow future emails from your child's teacher to go right into your inbox:
1. In your Microsoft/Outlook email account, choose settings (small gear at the top of your email).
2. Click on "View all Outlook settings" found at the bottom of settings menu.
3. Choose "Mail" in the first column.
4. Choose "Rules" in the second column.
5. Choose "Add new rule".
6. Choose "Name your rule" (this can be any name example: Not Junk).
7. Add a condition, choose "From" and then type the teachers email in the box to the right of "From".
8. Add an action, choose "Move to", choose "Inbox" in the box to the right of "Move to".
9. Click "Save".