

'MISSING' EMAILS / NEWSLETTERS AND HOW TO ACCESS THEM

A number of our members say that u3a emails / newsletters sometimes get 'lost'.

Whilst it is unlikely that u3a emails go 'missing' it can happen but very seldom. In most cases, if an email is not delivered, the sender gets a message to say that the email was 'bounced'.

However, u3a newsletters are distributed via a system that positively checks whether the newsletter was delivered and, if a delivery acknowledgement from the email address of the recipient does not arrive, a report is produced which is checked by the webmaster every month who, in that circumstance, contacts the recipient as their email address may have changed or their inbox is full etc.

If you think that you are not getting newsletters, check the spam/junk folders on the mail app on your device and it is most likely to be there. It is important to realise that spam/junk filters are notoriously unreliable – they are created by your email provider and not by u3a. As a result, you should regularly check your spam/junk folders for genuine emails.

Unfortunately, the mail app may not have been configured correctly by whoever installed it.

The only authentic way to check whether the newsletter was delivered is to use a browser based webmail website.

1. Load your browser, Safari, Google Chrome, Microsoft Edge, Internet Explorer, Firefox or an equivalent of these.
2. Enter www.hotmail.com (or .co.uk), www.yahoo.co.uk, www.aol.com, www.outlook.com (or .co.uk) or whatever webmail address your email provider uses. Note that btinternet.com emails are accessed via www.yahoo.co.uk or <https://home.bt.com>
3. Use your email address and password to login.
4. You should then see a list of folders including your inbox, sent, spam, junk, draft, outbox etc.
5. Then check the spam/junk folders for the newsletter and it will be in there somewhere.
6. As an example, a u3a executive committee members was 'losing emails/newsletters. When their webmail was checked as above, it transpired that, somehow, two sets of spam/junk folders had been setup on the same account. By deleting the duplicate folders, the problem was resolved.

If the newsletter always goes to spam/junk folders, or you can't see it anywhere, please follow steps 1-3 above, load settings > junk mail and add webmaster@radlettu3a.org.uk to 'safe senders'