ART of MENTORING

ENSURING YOUR MENTORING PROGRAM MAIL GETS TO YOUR INBOX

Why am I not getting my Mentoring Program emails in Gmail or Outlook?

Mail services such as Gmail and Outlook try to predict what mail might be junk and what might be important. Most of the time they get it pretty right, but sometimes they will mistakenly block a domain like artofmentoring.net. This is the domain from which all your mentoring program emails are sent. If you are not getting some emails you think you should be getting, try following the solution here, to see if that fixes your problem.

While this guide is for Gmail and Outlook only, if you follow the directions and have a bit of a look in your settings, most mail services will have similar settings you can use to achieve the same results.

Step One: add us as a contact

Most mail from Art of Mentoring will be sent by the email address "notifications@artofmentoring.net". If you add this address as a contact, your mail provider should recognise all future messages as being 'safe'.

In GMAIL:

1. Navigate to your contacts.
2. Click Add New.
3. Create a contact with the address **notifications@artofmentoring.net**

In OUTLOOK:

1. Navigate to your contacts.
2. Click Add New.
3. Create a contact with the address **notifications@artofmentoring.net**

Step Two: not spam

If you find that you are getting the emails, but they are going to the spam folder so you are missing them, you can explicitly tell your mail provider that you want to get Art of Mentoring emails, and they are not spam.

In GMAIL:

1. Navigate to the spam folder.
2. Select an Art of Mentoring email.
3. Click **More** then **Not Spam**

In OUTLOOK:

1. Navigate to the spam folder.
2. Select an Art of Mentoring email.
3. Right click and select **Junk** then **Never Block Senders Domain**

Step Three: create a filter / Add as safe sender

This fix is slightly more involved, but should still only take a moment to set up. This is a good solution if you feel like your Art of Mentoring emails aren't even making it to the Spam folder.

In GMAIL:

1. Click on the **Cog** at the top right then select **Settings**..
2. Select **Filters**, then **Create a New Filter**.
3. Enter the domain **artofmentoring.net** in the **From** field. Leave 'to' blank.
4. Click **Create Filter with this Search**
5. In the box When a Message Arrives that Matches this Search click **Never Send it to Spam.**
6. Click **Create**.

In OUTLOOK:

1. Select **Safe and blocked senders** and then **Safe senders**
2. Add **artofmentoring.net** to the list of Safe senders
3. Back in **blocked senders** select **Safe mailing lists**
4. Add **artofmentoring.net** to the list of Safe mailing lists

Following these steps should solve the problem, but if it doesn't and you still need help, please contact your Program Manager.