

Thursday, November 14, 2019

## Having trouble receiving emails from your child's school or HCDSB?

If so, follow these instructions:

1. Log into your Outlook, Hotmail, Live, or MSN email account from a computer.
2. Click the **Settings** button (or gear icon) in the upper right-hand corner of the page.
3. In the settings bar, type in "safe" and then select **Safe senders and domains**.
4. Click the ADD button.
5. Type in [notifications@hcdsb.org](mailto:notifications@hcdsb.org) into the Add field and then press Enter.
6. Click the Save button in the upper right-hand corner of the window.
7. Click the Close (X) button in the upper right-hand corner of the window.

If the above instructions do not apply, you can click on your **junk** or **spam folder**:

1. Right click the email (that does not belong in your junk or spam folder).
2. **Mark As Not Junk** or **Safe Sender**

If you have any questions or need help with the following instructions, please contact the I.T. Services Helpdesk at: (905) 632-6300, ext. 500.