

BRS EMAILS NOT BEING RECEIVED

Sometimes members find that they are not receiving emails sent from the golf club.

A likely explanation for this is that your email provider has flagged the email as potentially being spam, moved it to your spam or junk folder and put the email address on a blocked senders list or blacklist. Microsoft in particular is well known for its over-zealous spam filters, especially with their **Hotmail** and **Outlook.com** accounts.

Sometimes spam reports are sent back to BRS and they place email addresses on a Suppression List which can mean that BRS emails are not sent to some members.

What to do if you think you are not receiving emails

1. Look in your Spam/Junk folder to see if emails have ended up there.
2. Look for your **Blocked Senders** list and see if there are any email addresses that look as though they are related to the golf club or BRS. There is guidance on how to do this below, depending on who your email provider is.

3. Add the following email addresses to your **Safe Senders** List:

noreply@brsgolfemail.com

mapperleygolfclub@hdid.co.uk

teebookings@mapperleygolfclub.org

4. If these steps don't rectify the problem, let us know by sending an email to teebookings@mapperleygolfclub.org and we will check with BRS to see if your email address has been placed on their Suppression List, and remove it if so.
5. If that still doesn't provide a solution, you will need to contact your email provider to see if they can help.

Adding As A Safe Sender

The majority of the guidance below was supplied by *Club Systems*, the company that provides the software for our Membership and Competitions database. It is written on the assumption that you have received an email from the sender that you wish to add to your Safe Senders List - if this is not the case, you will need to locate your Safe Senders List and add the 3 email addresses listed above manually.

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.

[Click here for more guidance on Outlook.com email issues](#)

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**.

BT Internet Users

- From the **Settings** tab, select the **Safe senders** folder and click on the **Add** button
- Add the email address you want to mark as safe and click **Save**
- After a confirmation message the email address will be added to your list of safe senders
- To remove a safe sender you just need to click on the **Delete** button
- If you remove an email address from your list of safe senders you might want to think about adding it to your list of blocked senders.

Hotmail

- Have a look in your Junk mail folder. If there are any golf club messages in there right-click the email and choose **Not junk**. The email will automatically be moved to your inbox.
- Click on the gear wheel icon (top right) to open the **Settings** menu and click **Options**. Then under **Junk email**, click **Blocked senders**. If there are any emails in there that include BRS or Mapperleygolfclub, select them and then click the dustbin icon to remove them from the Blocked Senders list.
- Now click **Safe Senders** (under Junk email). Type the email address that you wish to add in the box and click on the plus sign to add that email address to the Safe Senders list.

Note: if anyone can supply more information on this subject (maybe details for other email providers), please email the details to: teebookings@mapperleygolfclub.org so that these guidance notes can be updated.