

Like many things today, email is a rapidly developing and evolving tool. Sadly, this is partly because spammers are sending more and more messages to us all and our email providers are trying to stop them getting through to our inboxes.

Many of us use different email providers, whether Gmail, Yahoo or MS Outlook for example, and these businesses are trying to help us by filtering out these speculative emails.

Unfortunately, the 'rules' the companies develop may filter out some of your legitimate emails and it has been noted that some members may not have received individual emails that KYC has sent.

Regrettably, this is generally out of our control, but we can offer some advice here to improve the situation:



1. **Did you let us know** that you changed your email address? It sounds obvious, but it's easy to overlook who you have notified if you have updated your email address recently. Please notify the club secretary of any change to your contact details.
2. **Check your "Spam" or "Trash" folder.** Folders in email are a bit like filing cabinet drawers. As well as your 'Inbox' folder, you may have folders called 'Sent Messages' or 'Draft Messages'. These are simply places, or drawers in a cabinet if you like, where certain messages are kept. Try to locate your list of folders and see if there is something called 'Spam' or 'Trash' and click on this folder. There, you may see many emails you are not interested in, BUT, there may be KYC ones. At this point, by clicking on it you will be able to read it, but importantly, you may be able to 'Move' them to your 'Inbox' or when you click on the message, select "Not Spam" or similar. This may mean the next time you receive a message from us, that it will be placed in you 'Inbox' where it belongs.
3. **Know important dates** and check the calendar of events on the website. Emails are at times sent by the committee before important events in the calendar, such as the AGM, race days and some social events for example. If you have not received emails prior to these events, check the website's "News in Brief" section to see if important emails have been recently sent to the membership. Obviously, not every email will be reported on the website.
4. **If you know an email has been sent** but you have not received it (perhaps another member may have mentioned it) or a calendar event would suggest you may have received a communication, contact the Club Secretary for a re-send.
5. **Change settings** on your email software, phone or tablet. Although impossible to mention all devices here, you need to look for your "Whitelist" setting. This is a list of contacts or email addresses that you trust to get through to your inbox and will not be blocked. Search Google for email whitelist and the software or device you use... e.g. "email whitelist outlook" or "email whitelist iphone" and follow the instructions. If they appear complicated, try another site for an easier walkthrough of how to change your settings.

This may not 100% ensure you receive all our emails, but it will help, but once again, check the website regularly and we will post information on important email distributions in the "News in Brief" section of the website. www.kielderyachtclub.com

