

# Receipt of Brighton & Hove U3A Emails

On a regular basis, all Members with an email address are sent documents via email, e.g. Newsletters, Open Day arrangements, Renewal letters. Some Members may not receive such emails.

If you have registered your email address with the Membership Secretary, but do not receive emails at regular intervals from Brighton & Hove U3A (e.g. Newsletters, etc):

- 1) Please check your email folders for "Junk" or "Trash" or "Spam", to see if the email arrived there. These emails will have headers like the following:

From: [bhu3awebmanager2@talktalk.net](mailto:bhu3awebmanager2@talktalk.net)

Subject: U3A Member: 0nnn – named documents

(where 0nnn is your own Membership Number)

(where "named documents" refers to the email contents or attachments)

The principal reason for this happening is that the Sender's email address was not in your Contacts / Address Book, and so was considered suspect.

- 2) To stop this happening again:

Add the following Senders' email addresses to your email Contacts / Address Book, and add the same addresses to your "Safe Senders" list:

[bhu3amembers@aol.com](mailto:bhu3amembers@aol.com) (For emails from the Membership Secretary)

[bhu3awebmanager2@talktalk.net](mailto:bhu3awebmanager2@talktalk.net) (For emails from the U3A Web Manager)

If you use more than one computer for emails, like an iPad or other tablet / laptop / smart phone, please ensure that your emails on all your portable computers / smart phones, etc., are NOT set to "Delete when received". (You may see, and should agree to, "Leave a copy of messages on the server")

Some Internet Service Providers (ISP's) use a "black-list" system to bar emails from certain other email providers or from specific computers that they believe are suspicious or potentially hazardous to the recipient. Sometimes, they incorrectly block an incoming address. You may not have received your letter by email because your ISP is one of those that block certain incoming email addresses.

If your emails are arriving in your "Junk" folder, simply move (click and 'drag') them to your "In Box".

If you still do not receive emails from Brighton & Hove U3A, please contact the Membership Secretary at [bhu3amembers@aol.com](mailto:bhu3amembers@aol.com) to confirm that the email address in the Membership database is the correct one.