Sending and Receiving Messages and Notifications

This article explains how to contact the club and how to make sure your email is set up to receive automatic notifications without them disappearing into your trash before you have read them.

1. **Contacting the club**
   a. By email you send queries to:
      general queries   admin@lcmcc.uk
      newsletter editor   editor@lcmcc.uk
      chairman   chair@lcmcc.uk
      membership queries membership@lcmcc.uk
      events queries   events@lcmcc.uk
      website queries   webmaster@lcmcc.uk

   b. Via the website, you can fill in a query form, find this at:
      http://lcmcc.uk/contacts/

2. **Receiving automatic email notifications from lcmcc.uk.**

   You choose whether to receive these when you complete your membership application form. These are sent out routinely whenever there is an upcoming event such as a run or club night or when the newsletter is published. Every automatic notification gives you the **option to opt out** of receiving further notifications (this may take a little while before becoming active). Each notification also gives you the **password** to access the **'members only'** parts of the website.

   So far, so good; however, there are many different email systems and they work in different ways but they all try to protect you from **unwanted (spam) email messages**. This means that messages from LCMCC can be deleted immediately or end up in your spam, junk or deleted folders so you never get to see them. Here's how to take control:

   If you know you should have received a message then

   • Go to your email inbox and check for messages from admin@lcmcc.uk, if they are there then you are set up correctly; if not, read on

   • Sometimes you have a message in your inbox that is flagged as possibly being spam or junk and you have the option to **mark it as not spam**. Do this to allow them through in future.

   • Go to your spam or junk folder (name depends on your system) and check for messages from admin@lcmcc.uk. If messages are there then the system has automatically determined these messages are unworthy of your attention and binned them. Some email systems keep junk for 30 days (or some other time period) or delete them immediately. In any event you need to 'train' your email system to accept them. There are as many ways to do this as there are email systems so only a few common solutions are given here but they should be sufficient to help you get a feel about what to look for.

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Email client	What to do
Thunderbird	https://support.mozilla.org/en-US/kb/thunderbird-and-junk-spam-messages Thunderbird calls unwanted messages 'junk' so they will be in the junk folder. Simply move them back to the 'inbox' and future messages from that source will be OK. If you have a 'spam' folder then this has been installed by another piece of software. For example if you use Thunderbird to read your Outlook emails then Outlook can set up a spam folder in Thunderbird. In these sorts of cases you need to go to the primary email client (in this case Outlook) and investigate what spam filters it is using and correct it there.
Windows mail	There are no spam filters in the Windows mail app, it relies on other email clients such as Outlook instead
Outlook	https://support.office.com/en-us/article/Help-keep-spam-out-of-your-Inbox-in-Outlook-com-a3ece97b-82f8-4a5e-9ac3-e92fa6427ae4?ui=en-US&rs=en-US&ad=US You can add email addresses or domains to your safe senders list if you always want to receive messages from those senders. At the top of the screen, select **Settings > Options > Mail > Junk email**. Select **Safe senders**, enter the email address or domain you want to add, eg (**admin@lcmcc.uk** for email or **www.lcmcc.uk** for domain) and select the **Add**. Then **Save** Email from addresses or domains on the safe senders list don't get moved to your junk folder.
Gmail Google mail	https://support.google.com/mail/answer/1366858?co=GENIE.Platform%3DDesktop&hl=en&oco=2 How do I mark something as Not Spam in Gmail? • Select the "**More**" label, located on the right of your email. • Select the "**Spam**" label (this will only appear if a message has been marked as spam/junk) • Select the message, • Select the **Not Spam** button that appears at the top of your view. Unmarking a message as spam will automatically move it to your inbox. To find the message, select the "Inbox" label.
Ymail Yahoo mail Rocket mail Maybe also BTinternet	https://help.yahoo.com/kb/SLN3402.html Click on the **Spam** folder. Select the email. Click **Not Spam** at the top of the page. -The email will return to your **Inbox**.

If your system is not here then try a Google search ''mark as not spam <your email system>'