

Steps for identifying and correcting problems with receiving NMH 1964 emails

Several classmates have informed us they are not receiving emails from our website. Here are steps to correct the problem.

Step 1. Log in to the website. If you have any difficulty with this, use the “Contact Us” function at the top of the Home Page, and we’ll help.

Step 2. Check your notification preferences. Once logged in, scroll up to the top right of the Home Page screen and click on the Person Icon. This opens a menu, click on “Notify Me”, and look at your notification preferences. If you previously selected “Never” notify me in any of the categories you now want to receive (e.g., photo gallery, announcements, etc.), you can change this to “Immediately” or “Once Daily”. Any changes you make are immediately saved.

Step 3. Check your junk mail. If your notification preferences already support the notifications you want to receive, then open your email and look in your junk mail box. A number of email service providers are now filtering out messages from websites in order to limit spam. It’s good practice these days to periodically check your junk mail to see what they’re filtering out.

If our messages are ending up in your junk mail, then take a moment to move them back into your active In Box (also called your “Primary” in some systems). You may need to do this on several occasions over a period of time, but for many email services, this action will eventually reset the sorting algorithm and our messages will stop going to junk mail. Some email services also enable you to designate whether an item in junk mail is actually junk.

If this doesn’t work, then check the functions on your email service to see if there are other operations to allow messages from our address. This process will vary somewhat with different email providers, but you should be able to Google the steps you need to take. Again, if you have any difficulty with this, please contact us.

Please click the back arrow at the top left of your browser to return to the previous page.

Your Website Team