





September 20, 2018

To All Parents:

We have been working to find a solution for parents who are not receiving emails sent from Bethany School, such as the Thursday Email. After consulting with HCCA, our email provider, and Alert Solutions, our messaging system through PowerSchool, we have determined that the emails sent from Bethany are making it to the recipient's email server (gmail, hotmail, etc.) where they are being held up. Unfortunately, there is nothing further we can do from our end.

Some suggestions to help alleviate this are as follows:

- Add the address [bethanyschool@bethanyschool.org](mailto:bethanyschool@bethanyschool.org) to your contacts.
- If you are using your work email and it is blocked or delayed, try providing us with a personal email address instead.
- For Gmail
  - Click on the Google apps icon in the upper right corner. 
  - Select Contacts. 
  - Fill in the contact card with Bethany and the email address [bethanyschool@bethanyschool.org](mailto:bethanyschool@bethanyschool.org).
- Another option is to Whitelist the email address.
  - This link will explain it in more detail: <https://www.lifewire.com/how-to-whitelist-a-sender-or-domain-in-gmail-1172106>.

If you are still not receiving Bethany emails after trying these procedures, or you do not use Gmail and your email settings are difficult to navigate, please contact us and we will do our best to help resolve the issue.

Donna Day  
Technical Director