

# Receiving Mail from LearnTrek

01

## Add us to your safe senders list

If you have been set up to receive emails about a student/learner on LearnTrek, you will need to ensure `noreply@learntrek.co.uk` is added to your list of safe senders.

02

## Check for restrictions in your inbox settings

Check that you do not have any rules set up (personally or organisation-wide) where emails from unknown senders are dumped into alternative parts of your inbox, like junk or an RSS feed.

03

## Try not to supply a personal email

There is more scope for problems receiving mail from us if you have been added as a recipient using a personal email rather than a work one. Always try to use work emails as your organisation has more control over your inbox settings.

04

## Check conversation view

Often missing emails will appear when you search all inboxes for "`noreply@learntrek`" - your inbox may have put separate emails into one chronology if you are using the conversation view setting.

05

## Never report as spam or phishing

Once you report an email from LearnTrek as spam or phishing, you will be added to a suppression list. This will immediately stop you from receiving emails from us.

06

## Test using a different email

If emails are going out from the system to one recipient but not another, the problem is likely not the system but the email itself. The sender can test this, so ask them to try a different email and this will help guide next steps.

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