Not Receiving Emails from BYS

If someone sent an email to your email account and the message never arrived, there are several things you can do to try to fix the problem:

Check your Junk Email folder
If there are messages that shouldn't have been marked as junk, right-click each email and then choose Mark as not junk. The message will automatically be moved to your inbox.

Clean out your inbox
Some email provided have storage limits and if you have reached these, then no further emails will get through.

To make room in your inbox, try emptying your junk folder by right-clicking Junk Email > Empty folder.

Also try emptying your deleted folder as well – emails were deleted for a reason, so why keep them!

Check your inbox filter and sort settings
If your inbox is filtering based on categories or if your sort order is different than usual, you might not see the messages you expect to see. Filtering and sorting are accessible at the top of your message list.

Check the Other / Promotions / Social / Focussed tab/s
Focused Inbox separates your inbox into two tabs, Focused and Other, to help you focus on the messages that matter most to you. If Focused Inbox is enabled for you, some messages sent to you might be in the Other tab. You can right-click any messages you want to appear in Focused and select Move to Focused inbox or Always move to Focused inbox. Focused Inbox will learn which messages should go always go to the Focused tab.

Check your Blocked senders and Safe Senders' lists
Make sure that BYS is added to the "safe" list. Email from contacts in your safe senders list will never go to the Junk Email folder.

Check your email rules
Some providers like Outlook and Microsoft, allow you to create rules. These rules allow you to move, flag ad respond to emails. These rules are customisable. Check to see if there are any rules which are impeding the receiving of emails.

Check email forwarding
If you've set up another email account to forward to your inbox, make sure forwarding hasn't expired and is properly set up. Check with your other email services support for more information.

Check if your account is blocked
If you can't send or receive email, your account might be temporarily blocked because of some unusual sign-in activity

Remove some connected accounts
Some providers allow for a maximum of 20 email accounts to be linked to your main account (ie: Outlook for example). If you have more than 20 accounts, you wont be able to send or receive emails. Try removing some used connected accounts

Not all email providers are the same, so if unsure, check with someone who is IT savvy.

Not Receiving the Newsletter (sent via MailChimp)

Typically, when subscribers don't see an email campaign in their inboxes, it's because of spam filters. If recipients have looked in the spam or junk folders and still don't see the campaign, there are a few other things to investigate.

Is a particular subscriber not getting your emails?
Ask them to add your **From email** address to their contact list or address book.
If your From email address is in their address book, have them check their spam filter settings to be sure that your content and/or address isn't blocked.

Are they using a webmail provider such as AOL, Yahoo, or Hotmail?
These providers throttle delivery, which can sometimes result in emails taking about 24 hours to be delivered to a specific email account.

Could there be an internal firewall?
Some domains don't like seeing emails going to and from the same domain, via a third party. For instance, you may be sending an internal company newsletter from you@domain.com to lotsofpeople@domain.com. In the middle of that process, your email goes through a Mailchimp server. Sometimes, particularly with corporate and university filters, these emails look suspicious and are blocked. Review the *allow listing information* if this may be the case.

Contact the sender
Check to see if you unsubscribed from the newsletter - a confirmation can be sent to you to get you back on the list!