

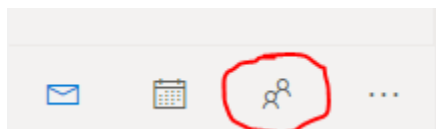
Hotmail Email Accounts and School Notifications

HOTMAIL EMAIL ACCOUNTS AND SCHOOL NOTIFICATIONS

Some Fargo Schools parents with @hotmail.com email addresses are reporting that school notification emails are not being delivered to them. This is not happening to all parents with @hotmail.com accounts, so it appears to be a problem with how Microsoft has allowed Hotmail to “learn” over time to delete these emails without notification for certain accounts.

If you use @hotmail.com and you suspect you are not receiving school notification emails, you can add the noreply@fargo.k12.nd.us email address to your account as a safe sender, which will then allow these messages to be delivered. The easiest way to do this is to just add the address to your contacts/people list in Hotmail. Please follow the instructions below:

- 1) Log into your @hotmail.com email using a web browser.
- 2) From the Inbox, click on the People icon (check the lower left side of screen)



- 3) From the People screen, click New Contact.

A screenshot of the Hotmail 'New Contact' form. It features a circular profile picture placeholder on the left. To its right are input fields for 'First name' (containing 'Fargo') and 'Last name' (containing 'Schools'). Below these are sections for 'Contact information' (with an email address field containing 'noreply@fargo.k12.nd.us' and a mobile phone number field), 'Work' (with a company field), and 'Notes' (with an 'Add notes' text area). At the bottom are three buttons: 'Create' (blue), 'Discard' (grey), and '+ Add more' (blue with a dropdown arrow).

For First name, type in *Fargo*

For Last name, type in *Schools*

For Email Address, type in *noreply@fargo.k12.nd.us*

Click *Create* to save the contact.

Hotmail will automatically add a contact in your People list as a “Safe Sender”. This should allow school notification messages to be delivered to your @hotmail.com account moving forward.

