

## How to ensure you receive important email notifications during the ePortfolio Review process.

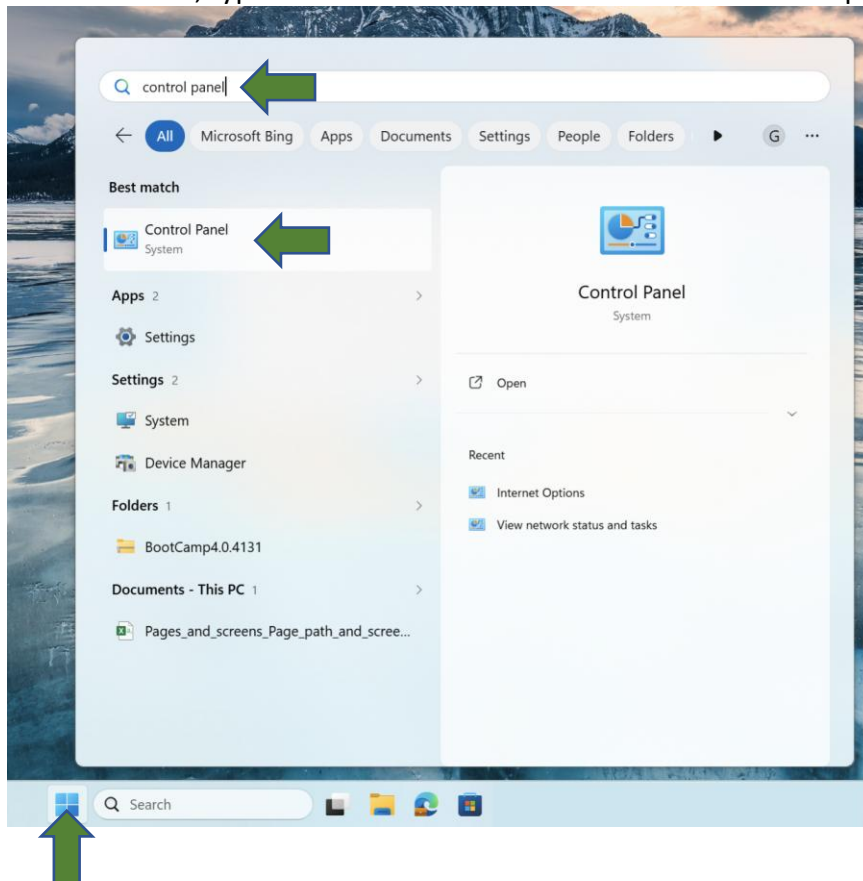
### How do I ensure that email notifications from the IIOIP are not diverted to my Junk/Spam folder?

One way of preventing emails from entering your Junk/Spam folder is to add <https://iioip.ie> as a trusted site.

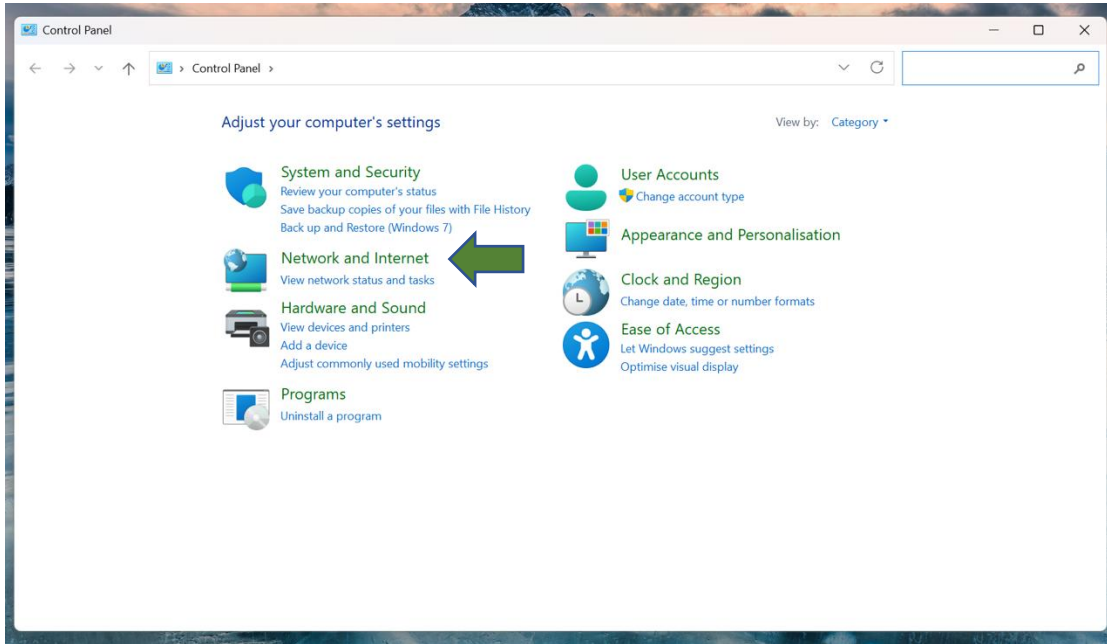
To add <https://iioip.ie> as a trusted site on a Windows laptop, please follow the steps below.

### How to – Windows laptop:

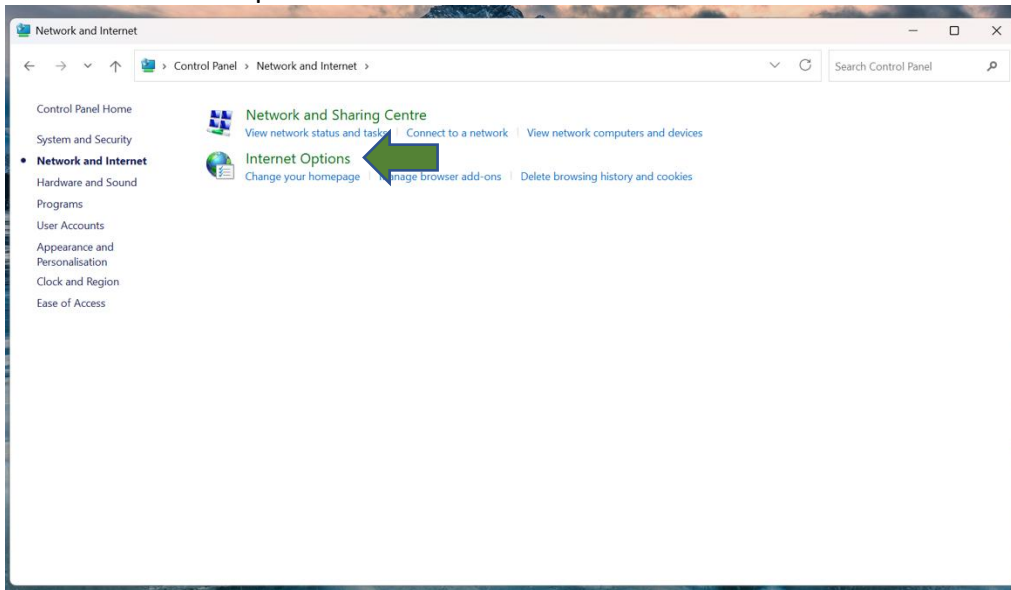
1. Go to start, type in control Panel and then select the control panel icon.



## 2. Click Network and Internet

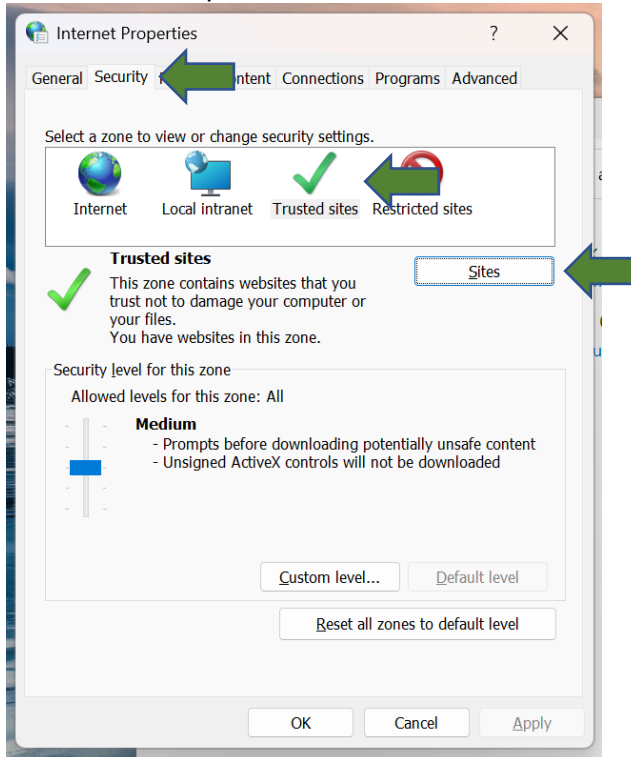


## 3. Click Internet Options

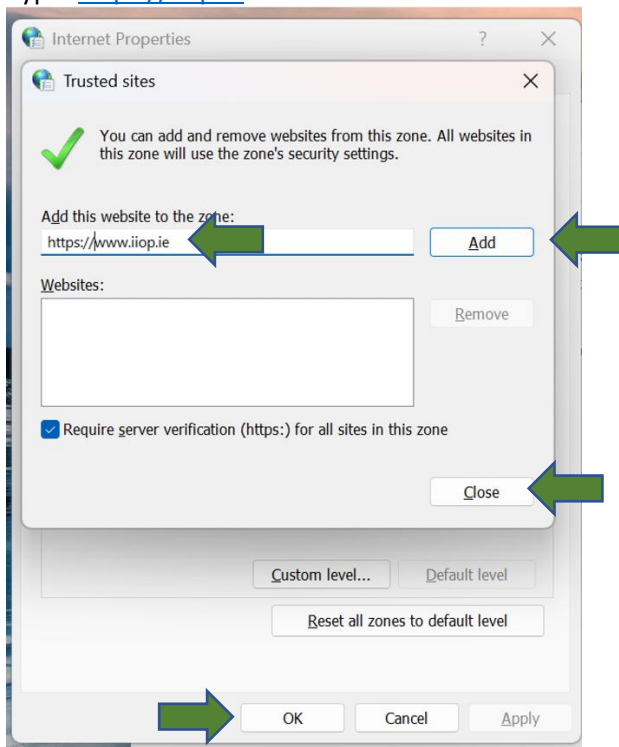




4. Click the 'Security' Tab and then the 'Trusted Sites' icon.



5. Type '<https://iiop.ie>' into the *Add this website to the zone* input field and then click Add.



6. Click 'Close' and then click 'OK'.

## How to – Ensure Emails Reach Your Inbox:

**NOTE:** If you find that an email from the IOP has been diverted to your Junk/Spam folder, you should select the option: “Mark as not Junk.”

To mark an email as not junk, open your Junk or Spam folder, locate the email, and select “**Not Junk**” or “**It’s not junk**”. This will move the email back to your inbox and helps your email provider recognise future messages from IOP as safe.

The exact steps may vary slightly depending on your email platform:

### **Gmail**

Open the email in your Spam folder and click “**Report not spam**” at the top of the message.

### **Outlook / Hotmail**

Open the email in the Junk folder and select “**It’s not junk**” (or **Report > Not Junk** in newer versions).

### **Apple Mail (Mac)**

Open the message in the Junk folder and click the “**Not Junk**” icon in the toolbar, or drag the email directly into the Inbox.

### **Apple Mail (iPhone/iPad)**

Open the message, tap the folder icon at the bottom of the screen, and select **Inbox**.

To help ensure future emails are delivered successfully, users can also add the [info@iop.ie](mailto:info@iop.ie) email address to their **Contacts** or **Safe Senders** list. This reduces the likelihood of emails being filtered into the junk folder.

## Disclaimer

Unfortunately, we cannot guarantee that this process will prevent email notifications from the IOP from being diverted into your Junk/Spam folder. Please continue to regularly check your Junk/Spam email folder for updates relating to the ePortfolio Review Process.