


# Unblock an Email



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## UNBLOCK AN EMAIL SENDER FROM YAHOO! MAIL

1. Open up a browser, and go to <https://mail.yahoo.com>.
2. Login to your Yahoo! Email account.
3. Click the Settings icon  in the upper right (it looks like a **gear**)
4. Click -- **More Settings**. A list of Settings will appear on the left side of the screen.
5. Click on **Security and Privacy**.
6. Mouse over an email address, then click the Delete icon (looks like a trash can). Look for email addresses that contain either of the following:
  - a. Red Clay
  - b. SchoolMessenger.

## UNBLOCK AN EMAIL SENDER FROM GMAIL

In Google, there are two ways to block an email - blocking an email address or blocking a Contact.

1. Unblocking an Email Address
  - a. Open your Gmail account, gmail.com
  - b. Click the gear  icon
  - c. Click on **See All Settings**
  - d. Along the top navigation choices, select **Filter and Blocked Addresses**. This page will show you a list of all of the email addresses you have (a) blocked or (b) filtered to go to Spam. Be sure to review both the Filtered and Blocked lists. Click the **delete** button to the right of each item to unblock, or click on all the checkboxes that include **SchoolMessenger**, and Red Clay and then click on the Delete button at the bottom of the list.
  - e. Confirm Filter and Blocked addresses.
2. Unblocking a Contact
  - a. On your computer, at the top right, click your Profile picture or initial
  - b. Click on **Manage your Google Account**
  - c. On the left navigation panel, click **People & sharing**.
  - d. In the "Contacts" section, click **Blocked**.
  - e. You'll see a list of accounts you've blocked across Google products. To unblock someone, next to that person's name, select Remove .
  - f. Look for contacts that include:
    - i. Red Clay
    - ii. SchoolMessenger

## UNBLOCK AN EMAIL SENDER FROM HOTMAIL

1. Open a browser, go to [www.hotmail.com](http://www.hotmail.com), and sign in to your Hotmail account using your email address and password. These instructions will not work if you use Hotmail within an email client, like Outlook software, or from service such as Gmail, which allow you to link or forward your hotmail messages.
2. Click the "**Options**" button from the menu at the top right of the screen and select "More options" from the dropdown menu.
3. Look for the "**Junk e-mail**" section of the "**Options**" menu that opens. Click the "**Safe and blocked senders**" option. You can view email addresses marked as safe and email addresses that you have blocked here.
4. Click "**Blocked senders**" to view a list of the blocked email addresses.
5. Select the email address you want to unblock from the list of blocked email addresses and then click "**Remove from list.**" Please search for and unblock email addresses:
  - a. SchoolMessenger
  - b. Red Clay

The email address you removed is now unblocked and you can receive email messages from this address.