

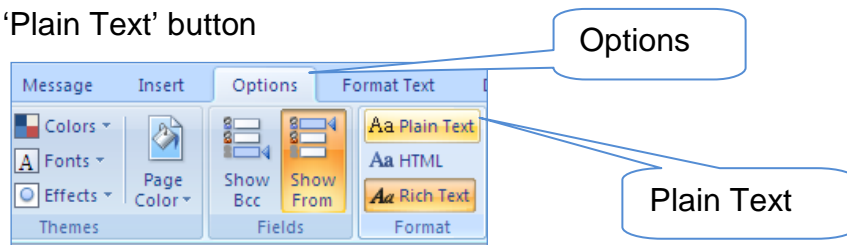
I am sending emails to email addresses outside the University and they are going straight to the recipient's 'Spam' folder. Why is this happening, and what can I do about it?

This has been happening to some email messages if they have been sent using HTML.

To stop this happening you need to change the format of the email to 'plain text'.

To do this just follow these steps:

- In the message window click on the 'Options' tab
- Click the 'Plain Text' button



IT are working towards a fix for this at the moment.

You can get further information about this from the IT Service Desk on ext 84357