

## Having trouble receiving our emails?

These steps are suitable for anyone, whether you're a school office assistant, a classroom teacher, a headteacher, or a senior IT administrator.

The guide covers all the necessary actions across individual inbox settings, school-wide email platforms like Microsoft 365 and Google Workspace, and third-party email security systems such as Barracuda, Mimecast, and Smoothwall.

### Important note on best practices:

- Steps 1 & 2 are recommended by Google and Microsoft for individual users and often resolve local filtering issues.
- Step 3 includes the officially documented best practices for organization-wide email deliverability, especially where managed email environments or security tools are in place.

### Step 1: Check your spam or junk folder

Sometimes emails land in the Spam, Junk, or Quarantine folders.

- Search for: @daisyeducationuk.com
- If you find one of our emails:
  - Right click and choose "Not spam" or "Move to inbox"

### Step 2: Add us to your “safe senders” or “allow list”

#### If you use Microsoft Outlook or Office 365:

- Open Outlook
- Go to Settings (gear icon) > View all Outlook settings
- Select Mail > Junk email
- Under Safe senders and domains, click + Add and enter: @daisyeducationuk.com
- Click Save

#### If you use Gmail or Google Workspace:

For Gmail users:

- Go to Settings > See all settings > Filters and Blocked Addresses
- Click Create a new filter
- In the From field, type: @daisyeducationuk.com
- Click Create filter
- Tick:
  - Never send it to spam
  - Categorize as Primary (optional)
- Click Create filter

### Step 3: Check with IT (or provide to IT)

If you have someone managing your email system, pass on this section to them.

# Technical setup for IT teams (email administrators)

## 1. Add Daisy Education to your safe senders list

- Allow emails from: **@daisyeducationuk.com**
- If you are using a third-party email filtering service and continue to experience issues, we can help you whitelist extra domains or IPs if required.
- For most schools using Microsoft 365 or Google Workspace, no additional action is usually needed.

## 2. Allow emails through spam filters

### Microsoft 365 / Exchange Admin Center

1. Log in to the Microsoft 365 Defender portal: <https://security.microsoft.com>
2. Go to Email & Collaboration > Policies & Rules > Threat Policies
3. Select Anti-spam policies
4. Edit or create a policy and under Allowed domains and email addresses, add:  
**@daisyeducationuk.com**
5. Alternatively, create a mail flow rule (transport rule) via Exchange Admin Center:
  - Go to Mail Flow > Rules > + Add a rule
  - Name: "Bypass spam for Daisy Education"
  - Apply to: sender domain is daisyeducationuk.com
  - Action: Set the spam confidence level (SCL) to 1
  - Save and enforce the rule

### Google Workspace Admin Console

1. Log in to [admin.google.com](https://admin.google.com)
2. Navigate to: Apps > Google Workspace > Gmail > Spam, phishing and malware
3. Locate: Bypass spam filters for messages received from these addresses/domains
4. Add: **@daisyeducationuk.com**
5. Apply the rule to the relevant organizational units (OUs)
6. Save changes

## 3. Update email security gateways (e.g. Barracuda, Mimecast, Smoothwall)

### Barracuda Email Security Gateway:

- Go to BLOCK/ACCEPT > Sender Filters
- Add to Allowed Email Addresses and Domains:  
**@daisyeducationuk.com**
- Go to Message Log, search for blocked messages, and if applicable:
  - Click Deliver
  - Click Whitelist Sender
- Optional: Go to IP Filters and allow known Daisy sending IPS

## Still not receiving our emails?

Please contact us at [whitelist@daisyeducationuk.com](mailto:whitelist@daisyeducationuk.com) from a personal or alternative email address.

We'll help you resolve the issue and provide technical guidance if needed.

Scan to book  
a meeting.

