Accommodation & Hospitality Services
Online Application Email Help

We recommend when applying for accommodation and registering your email address that you do not use a school or agents email address as you may not be able to access that account during the summer when we will be sending accommodation details by email.

The information below will demonstrate how to change the setting on your email account to ensure that email from Accommodation & Hospitality Services – or any address you choose – is not automatically sent to your junk folder, or worse your trash folder. We have focussed on the following email providers but would hope that this guidance can be used on others. Just follow the instructions below to set us up as a safe-sender to avoid missing our emails.

- AOL
- Gmail
- iCloud
- Outlook
- Yahoo

**AOL**
Step 1: From your mailbox screen, Select Settings
Step 2: Select the Custom drop-down option in the Spam Filters by Address section
Step 3: Select the Allow mail from radio button and type or copy and paste our address “noreply_student.services@ncl.ac.uk” in the area provided, and Select Add and then Save buttons

**Gmail**
Step 1: Select Actions from the toolbar at the top of the screen
Step 2: Select Junk Email
Step 3: Select Junk Email Options
Step 4: Select the Safe Sender tab
Step 5: Select Add and type or copy and paste our address “noreply_student.services@ncl.ac.uk” in the area provided and Select OK

**iCloud**
Step 1: From your iCloud Mail account, Select the Action pop-up menu in the sidebar, then choose Rules
Step 2: Select Add a Rule
Step 3: Use the menus and text fields to specify the filtering conditions, then click Done
Step 4: In the Name or email address field, type or copy and paste our address “noreply_student.services@ncl.ac.uk” and Select Done

**Outlook**
Step 1: Open your Outlook mailbox
Step 2: Select Options from the top right (next to the question mark)
Step 3: Select More options, then Safe and blocked senders (under Preventing junk email), then Safe senders
Step 4: Select Add and type or copy and paste our address “noreply_student.services@ncl.ac.uk” in the area provided and Select Add to list
Yahoo
Step 1: Select Options which is located at the top right part of your screen
Step 2: Select Settings
Step 3: Select Filters in the left panel
Step 4: Select Add and type or copy and paste our address “noreply_student.services@ncl.ac.uk” in the From header field
Step 5: In the pull-down menu for Move the message to, choose Inbox and Select Save to add the email address to your address book

You have now successfully added a rule that will ensure all email that comes from Accommodation & Hospitality Services will be delivered to your inbox meaning you won’t miss that important offer of accommodation.

Important: If you apply rules to a folder and then delete the folder or change its name, make sure to update the rules for those folders accordingly. For example, you can’t forward email messages to a deleted folder.