Emails about accommodation

Throughout the application process, we will be communicating with you via email. To make sure that you receive important information from us, follow the below steps. If you have any trouble that cannot be resolved by any of the following advice, get in touch!

Choosing an email address to use
When applying for accommodation and registering your email address, please don’t use your school or agent’s email address – you may not be able to access that account during the summer, when we will be sending accommodation information.

Spam/junk mail folders
Occasionally, your email service might flag messages from us as spam. Outlined below are steps you can take to add us to your “safe sender” list in a range of popular email services. If your current service isn’t listed, the relevant sections might generally be accessible through the settings.

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. Then, select “Add” and click the “Save" button

Gmail (web)
- Step 1: Open Gmail in your browser
- Step 2: Select the settings cog icon in the top right corner of the screen
- Step 3: Go to the “Filters and blocked addresses” tab (5th from the left)
- Step 4: Click on “Create a new filter”
- Step 5: In the “From” field, type or copy and paste the following address: noreply_student.services@ncl.ac.uk
- Step 6: Click on “Create filter”
- Step 7: Select the “Never send it to Spam” and “Always mark it as important” tick boxes
- Step 8: Click on “Create filter”

Outlook (web)
- Step 1: Open Outlook in your browser
- Step 2: Select the settings cog icon in the top right of the page (next to the question mark)
- Step 3: Click on “View all Outlook settings” at the bottom of the panel
- Step 4: Click on “Email” on the left side, then select “Junk email”
- Step 5: Under “Safe senders and domains”, click “+ Add” and type or copy and paste the following address: noreply_student.services@ncl.ac.uk
- Step 6: Press enter
Yahoo (web)

- Step 1: Select “Settings”, located at the top right part of the screen
- Step 2: Select “more settings”
- Step 3: Click on “Filters” in the left panel
- Step 4: Select “Add new filters”; in the “filter name” header field, type or copy and paste the following address: noreply_student.services@ncl.ac.uk
- Step 5: Under “Choose a folder to move to” choose “Inbox” and select “Save” to add the email address to your address book

BT email

In the past, we have had issues with BT blocking emails from Newcastle University; as such, we strongly advise that you do not register/apply for accommodation with a BT email as you are likely to not receive email updates from us if you do.

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

Keep in mind that 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.