

Making Sure You Get Email Messages from Flintridge Prep and Our Volunteers

Ensuring consistent communication with our families is a priority for Flintridge Prep. The biggest challenge we face is ensuring that email messages are received. There are many reasons why a message might not be received. Here are the most common:

We don't have the right email address for you.

Confirm that the school has the correct email address on file. To make changes or updates to your contact information, please send an email to Brenda Diaz, Registrar (registrar@flintridgeprep.org). Contact information changes frequently. When you change your email address in our system, all communications from the school will use that new email address. For the most current directory updates, please log in to the online directory in onCampus.

Your email service provider thinks our messages are spam.

Once you have confirmed the email address is correct, the next most likely reason messages are not getting through is your service provider's security is preventing the message from coming through. Email service providers constantly update their junk mail filters and spam blockers. If you suddenly stop receiving messages, check your spam or junk mail folder. If you're using Gmail, check your other tabs, such as Updates or Promotions. Because there are so many email providers, we cannot specifically resolve a spam issue on your behalf. Contact your mail provider's Help or Support Center for additional information.

Outlook is hiding your messages

If you use Microsoft Outlook, it's possible that some of your messages are being sent to the Other folder, rather than your Focused Inbox. Check your Other folder and use Outlook's tools to classify our messages to go to the Focused Inbox.

Allowlist us!

Because service providers change their security settings all the time, the best way to permanently ensure that you will continue to receive messages from Flintridge Prep is to add our domains to your allowlist or safe senders list. Add these domains to your email address book.

@imodules.com

@flintridgeprep.org

@myschoolapp.com

@myschoolemails.com

@signupgenius.com

@eventbrite.com

@evite.com

service@magnushealthportal.com

If you don't know how to do this, use your email program's help system. If you are using a work email address, you may need to talk to your IT department about allowlisting these email domains or switch to a personal email address. If you have additional questions about email, please contact Nicole Haims Trevor, Director of Communications (communications@flintridgeprep.org).