

PROBLEMS WITH REDOAKISD.ORG EMAILS !

For some reason, there have been a number of emails from redoakisd.org that are being blocked and are not making it home. Our tech dept thinks that our domain has somehow ended up some blocked/spam lists, so apparently many of you are not getting the regular updates that Mr. Thomas sends out via email. (so you can check if you're receiving them, the most recent email was sent on 10/23 and was titled "Area this week!"). We also are getting about 7-8 emails returned every time Mr. Thomas sends out a group email from Charms (bad email addresses, full inboxes, etc).

There are a few things you can do to try to ensure these important emails are getting through:

- 1.) Go to www.redoakband.com and under the "Parents/Students" tab, go down to "Charms login." On the page that opens up, enter your student ID # (or password if you've changed it). When your Charms account opens up, click on "Personal Info." Verify the student's email address (if any), then click on adult names and verify those email addresses as well. You may also add a home/work email address, or "add adult" if you need to add a parent to the records. Save any updates and exit.
- 2.) This may be a little trickier, but you need to be able to go to your email server and "white list" the domain of redoakisd.org. I had to do this with my own email server at home (TimeWarner). I had to do it on the server/web, though, and not in Outlook. I logged into my webmail account online through TimeWarner, and there was an "options/preferences" button that allowed me to block or allow senders. Just type in redoakisd.org as an allowed/whitelisted domain and save that setting. That should start allowing the emails from Red Oak to get through.

Please take these steps ASAP to ensure timely information from Mr. Thomas, and/or information from the Red Oak ISD about important items during the school year.