

MY ED COMMUNICATION ISSUES

If you are having difficulties receiving emails from school from My Ed, this may be as a result of changes made by some email providers who have increased their security settings. The email providers that appear to be affected are Sky, Yahoo and BTInternet – who have confirmed they have very high security levels.

Some emails are getting through but going directly into Spam/Junk, others are delayed or not being delivered at all.

My Ed are currently looking into the matter with email providers and have sent the following guidance for parents/carers.

1. Please check your Junk/Spam folders in your email
2. If there is an email from The Blue Coat School mark it as NOT SPAM – do NOT mark it as Spam.
3. Add the My Ed sender's identity details to your filters or safe provider list (links to instructions on how to do this for the different email providers can be found below)

[Yahoo/Sky email users](#)

[BT Internet email users](#)

Alternatively, you may wish to contact your email provider and ask them to add the following address to the 'White List': *@schools.ps-connect.cloud

MyEd App - 'Star' notification issues

If you stop receiving notifications on the app and you are unable to see previous notifications, MyEd have suggested the following procedure to clear your cache:

- Go into phone settings
- Go into Apps
- Find the My Ed app
- Go to 'storage' - there should be 2 buttons, one saying 'clear data', the other saying 'clear cache'. Select 'clear cache'.
- End it and then go back into My Ed.

If the above does not work, then uninstall and then reinstall the My Ed app