

U3A Hutt Valley

Problem Receiving Emails From Us?

Background:

Some members of U3A Hutt Valley have not been receiving our monthly newsletter.

These members appear to be limited to those with an Xtra email address. That is, the email ends with
@xtra.co.nz

This document attempts to help with this issue

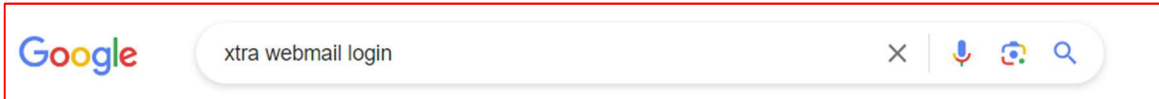
This solution should work independent of whether you use an email client (Microsoft Office Outlook, Thunderbird, Microsoft Windows Email or any of the many others) or a browser (Google Chrome, Microsoft Edge, Safari, Firefox, Opera or any of the many others) to access your emails.

The issue is thought to be caused by Xtra Webmail process treating emails from us as Spam. The solution outlined here adds our address to your Xtra Address book, which will hopefully tell Xtra that our address is known to you and emails from us are not spam.

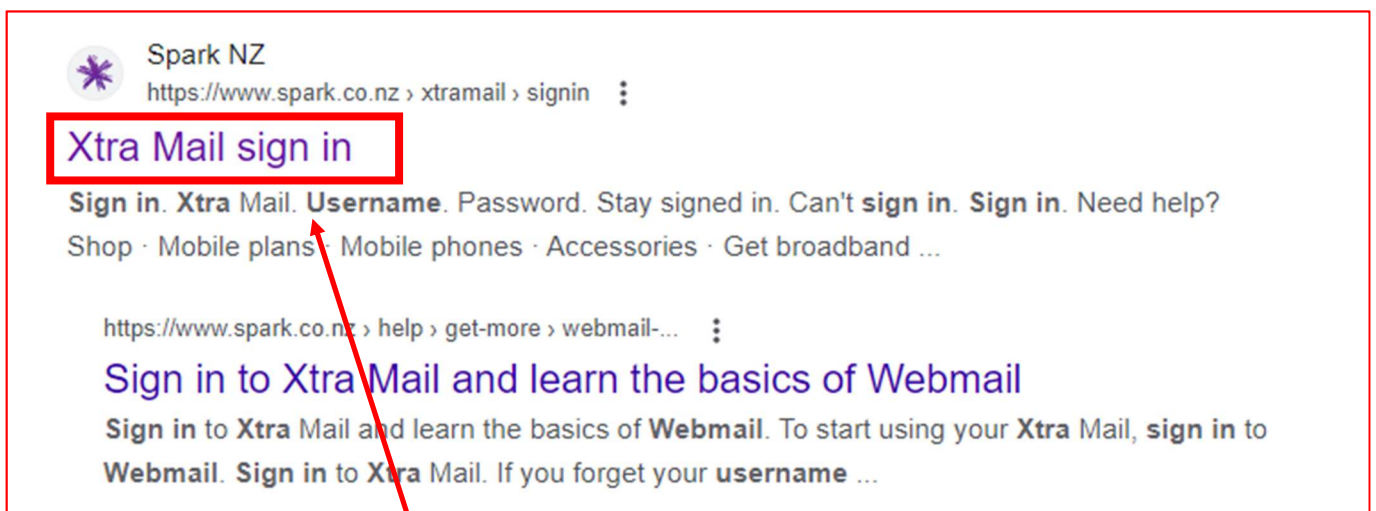
The process needs to be done using a browser to access Xtra Webmail, even if you usually use a client.

Process:

1. Open your favourite browser (I will be using Google Chrome for this)
2. In the search panel type: "Xtra Webmail Login" (without the quotes) and press Enter

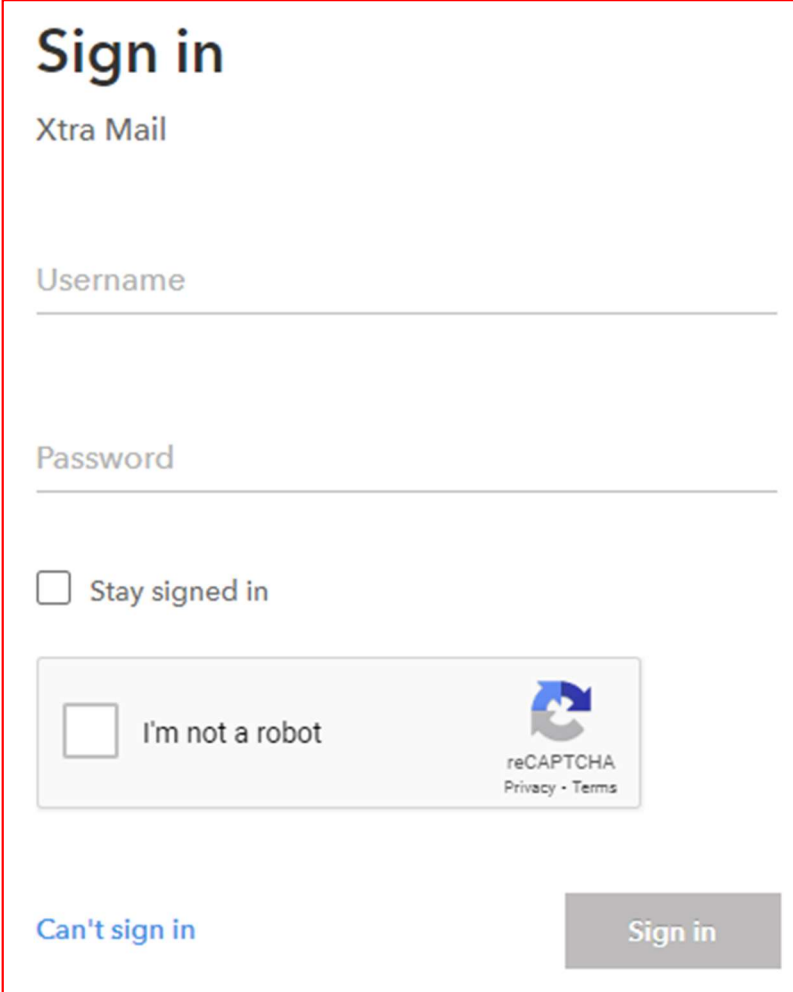


3. You should get search results like...



4. Click on Xtra Mail Sign in

- On the Sign In page, enter your username and password, tick the "I'm not a robot" box, then click the "Sign In" button

The image shows the 'Sign in' page for Xtra Mail. It features a large 'Sign in' heading at the top, followed by the 'Xtra Mail' logo. Below the logo are two input fields: 'Username' and 'Password'. Under the password field is a checkbox labeled 'Stay signed in'. At the bottom of the form is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. To the right of the reCAPTCHA is a 'reCAPTCHA Privacy - Terms' link. At the bottom left is a blue link 'Can't sign in', and at the bottom right is a grey 'Sign in' button.

Sign in

Xtra Mail

Username

Password

☐ Stay signed in

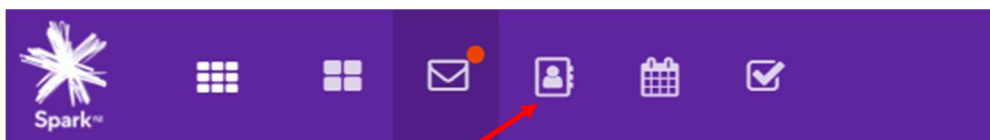
☐ I'm not a robot

reCAPTCHA
Privacy - Terms

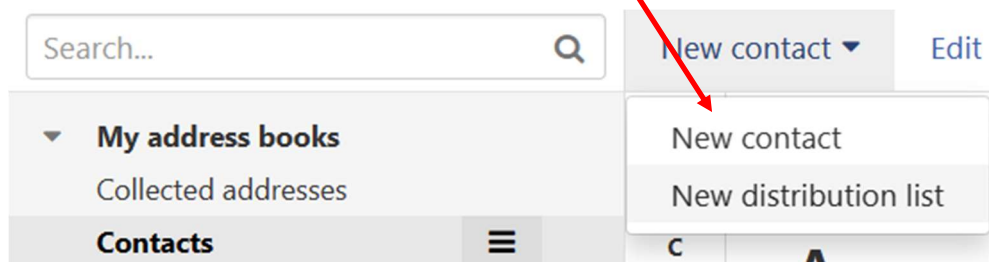
Can't sign in

Sign in

- If successful, you should see a banner of control buttons towards the top left of your screen



- Click the Address Book button
- In the Address Book screen, Click "New Contact"



9. In the New Contact window, enter the details of U3A as shown below, then click “Save”

The screenshot shows a web browser window titled "U3A". Inside the window is a contact form. At the top left is a circular placeholder for a photo with the text "Click to add photo". To the right of this is the name "U3A". Below the photo placeholder are two input fields: "First name" containing "U3A" and "Last name" containing "Hutt Valley". Below these is a green plus icon followed by the text "ADD PERSONAL INFO" and a downward arrow. Further down are two more input fields: "Company" and "Department". Below these is another green plus icon followed by the text "ADD BUSINESS INFO" and a downward arrow. At the bottom of the form are two more input fields: "Email 1" containing "u3ahuttvalley@gmail.com" and "Cell phone". At the very bottom of the window are two buttons: "SAVE" (highlighted in blue) and "DISCARD".

10. Once saved, you can log out of Xtra WebMail or just close the browser window