If THTC has sent you an email but the message has not reached your inbox, here are some ways to fix the problem.

REMEMBER TO CLEAR YOUR BROWSING HISTORY.

These helpful tips are available via each email service and can be found via their websites.

Yahoo!
1. Log in to your Yahoo! inbox. Look to the top right-hand corner of the screen and pull down the "Options" menu, then select "Mail Options."
2. Choose the "Spam" heading from the navigation menu running down the left-hand side of the new screen. This section allows you to choose which messages are automatically sent to your spam folder, as well as which images to show and which to block for certain messages. You can also add email addresses from which you do not wish to receive messages from in this section.
3. Click on the "Save changes" button at the top of the page to save and activate the settings.

Hotmail/Outlook
1. Log in to your Hotmail email account, then select the "Options" pull-down menu at the very right of your inbox screen. A new screen will load. Scroll down to the second main heading labeled "Junk email."
2. Click on "Filter and reporting" or "Safe and blocked senders." In the "Filter and reporting" section, you can customize the level of filtering for your messages, when messages in your junk folder get deleted and whether you would like to report messages you mark as "spam" to Microsoft. In the "Safe and blocked senders" area, you can manually add or remove individual email addresses onto your blocked senders list; you will not receive any emails from any email addresses you save to this list. You can also create a safe senders list; email addresses added on this list will always arrive in your inbox.
3. Click the "Save" button at the bottom right corner of your screen to save your settings.

Gmail
1. Sign in to access your Gmail inbox. Look for the link to your spam folder. It is located in the navigation menu running down the left-hand side of your screen, beginning with your inbox.
2. Read each messages folder to determine whether every message currently in your spam folder belongs there. If you see any messages that should have been delivered to your inbox, move them to your inbox.
3. Checkmark the message(s) you want to move to your inbox. Select the "Move to" pull-down menu and choose "Inbox." This moves all selected messages to your inbox. Unfortunately, unlike Yahoo! Mail or Hotmail, Gmail does not have an extensive spam settings menu available to users.