# Troubleshooting Email – Things to check

1) Are you receiving other emails to your student email account (e.g. from other tutors)?

2) How are you accessing your email? **Have you tried a different method?**

   e.g. through a PC/Mac by logging into studentcentral and clicking the email link,
   OR via the outlook app on your computer/mobile/tablet.
   OR using the email app on your mobile/tablet

3) Have you set your emails to forward from your student account to another email account **(if so this could be the issue – go and check your student email account and see if the emails are there)**

4) Have you checked the junk mail folder within your emails? Try the 'Clutter' folder, and also click 'More' to see all folders. You could also use the search box to search for your tutors name.
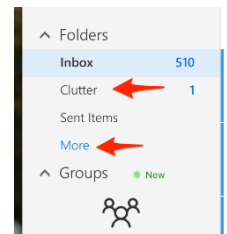
5) Have you accidently blocked a sender? Check this by:
   a. Clicking on the cog icon in the top right corner of your student email
   b. Scroll down and click **Mail**
   c. Under **Accounts** on the left hand side click **'Block or Allow'**
   d. **Scroll down and check the Blocked Senders box.** If there are any email addresses in here, your email account is blocking emails from these senders. Remove these from the list if you think they should not be blocked
   e. (You should not be blocking any email addresses with a brighton.ac.uk address, or do-not-reply"blackboard.com, as these are used to email you important information.