

# Johnetta Haley Scholarship

## Email Troubleshooting



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Most current version of this document: [siue.edu/diversity/soar/johnetta-haley-scholarship](https://siue.edu/diversity/soar/johnetta-haley-scholarship)

**It is vital that Johnetta Haley Scholarship recipients check their SIUE email accounts regularly. The JHS Newsletter will be sent to your SIUE email account every Wednesday.**

**If you are not receiving the emails or are having trouble locating them in your Inbox, follow these steps:**

**Use a computer to log in to your SIUE email account using Outlook (<https://outlook.office.com/mail/>). After logging in:**

1. Immediately send an email to [jhscholar@siue.edu](mailto:jhscholar@siue.edu) to let us know you are having difficulty with your email.
2. In the very top corner of the window, there is a gear icon. It's next to the light bulb icon. Click it to access your Outlook settings.
3. The Settings window is divided into three columns. In the left column, click on "Mail."
4. In the middle column, click on "Layout."
5. In the right column, under "Focused Inbox" select "Don't sort my messages."
6. In the middle column, click on "Junk email."
7. In the right column, scroll down to "Filters" (below "Safe senders and domains").
8. Check the box next to "Trust email from my contacts."
9. Close the Settings window (click on the "X" in the upper right-hand corner).
10. Email [jhscholar@siue.edu](mailto:jhscholar@siue.edu) to request the Johnetta Haley Scholarship electronic business card.
11. Within two business days (Monday - Friday) you will receive a email reply with the subject line "Johnetta Haley Scholarship Electronic Business Card." Make sure you are viewing the email on a computer using Outlook (<https://outlook.office.com/mail/>) and follow the instructions in the email.
12. Email [jhscholar@siue.edu](mailto:jhscholar@siue.edu) when you have completed Steps 1 - 11. Then a test email will be sent to your SIUE email account to make sure you are able to receive JHS email.

**If you have trouble completing the steps above, please contact SIUE ITS:**

Location: Lovejoy Library Room 0005

Hours:

- 8 a.m. - 5:30 p.m. (Monday - Thursday), 8 a.m. - 4:30 p.m. (Friday)
- Phones are answered 24/7

**Call: (618) 650-5500** | Email: [help@siue.edu](mailto:help@siue.edu)



**How to Check Your SIUE Email:** [siue.edu/its/continuity/students.shtml](https://siue.edu/its/continuity/students.shtml)

## GET HELP

**Erin Myers, Office Support Associate, SOAR**

Text (Students Only): 618-706-9673 | Email: [jhscholar@siue.edu](mailto:jhscholar@siue.edu) | Call: 618-650-5650 or 618-650-3790