



Bishops Email Communication with Parents

Email is Bishops' preferred method of communication with parents. To ensure that you continue to receive important school communications, please keep us informed of any changes to your email address.

If you are not receiving emails from Bishops, the information below may help you identify and resolve common email delivery issues.

Step 1: Check Your Junk or Spam Folder

Different email providers manage junk or spam messages in different ways.

If you find an email from Bishops in your Junk or Spam folder:

1. Right-click on the email.
2. Select **Junk** (or the equivalent option in your email application).
3. Choose **Never Block Sender's Domain** or add **@bishops.org.za** to your Safe Senders list.

If you suspect that you are not receiving emails from Bishops, please check both your **Inbox** and **Junk/Spam** folders.

Step 2: Contact Your Email Service Provider

If emails from Bishops are not appearing in either your Inbox or Junk/Spam folder, please contact your email service provider and request that:

- **@bishops.org.za** is added to your Safe Senders list.
- The following bulk mail IP address is whitelisted: **198.2.136.78**

Understanding Email Delivery Issues

Bishops uses an international, reputable bulk email delivery system. Occasionally, emails may not be delivered successfully. This is known as a **bounce**. When an email cannot be delivered, the receiving email server provides a reason, which helps identify the cause of the issue.

Hard Bounces

A hard bounce indicates a permanent delivery failure. Email addresses that hard bounce are typically removed from future mailings automatically.

Common reasons include:

- The email address does not exist.
- The receiving email server has permanently blocked delivery.

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Soft Bounces

A soft bounce indicates a temporary delivery issue. While the email address is valid, the message cannot be delivered at that time.

Common reasons include:

- Mailbox is full.
- Mailbox is inactive.
- Mailbox is not configured correctly.
- Recipient email server is temporarily unavailable.
- The recipient server has received too many emails within a short period.
- The email message is too large.
- The email is blocked because of content, security, anti-spam, anti-virus, DMARC, or sender-policy requirements.
- Temporary domain or email routing issues.

If an email address continues to experience repeated soft bounces, the email service may eventually classify it as a hard bounce, resulting in future messages being rejected.

Important Notes

- Email delivery cannot be guaranteed, as each Internet Service Provider (ISP) applies its own filtering and security rules.
- Different email providers use different criteria when determining whether to deliver, delay, or reject messages.
- Bounce information is generally available for a limited period after an email has been sent.
- Regularly checking your Junk/Spam folder and maintaining available mailbox space can help avoid missed communications.

Need Further Assistance?

If you believe you are not receiving school communications after following the steps above, please contact the relevant Bishops campus administration team or your email service provider for additional assistance.

Thank you for helping us ensure that important communications reach you promptly.

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