

# SchoolComs

## Email Forwarding Guide

Your SchoolComs address looks like yourname@schoolcoms.co.za - you received yours on WhatsApp when you signed up (tap "My school inbox" in the menu to see it again).

SchoolComs works by forwarding: you add one rule in your own email so that messages from your school are automatically forwarded to your SchoolComs address. You keep every original in your own inbox - we read the forwarded copy and send you a WhatsApp summary, the attachments, and calendar entries for every date mentioned.

**IMPORTANT: forward school emails only - never your personal mail. Always use a rule or filter that matches your school's sender address (e.g. @yourschool.co.za) rather than "forward everything".**

Verification codes: some providers (Gmail, Yahoo) confirm a new forwarding address by emailing it a verification code. That email goes to your SchoolComs address like any other - it arrives on your WhatsApp as a processed message within a few minutes. Enter the code and you're done.

### Gmail (use a computer browser)

1. Open gmail.com, click the gear icon (top right), then "See all settings".
2. Open the "Forwarding and POP/IMAP" tab and click "Add a forwarding address".
3. Enter your SchoolComs address and confirm. Gmail now emails a verification code to that address.
4. The verification message arrives on your WhatsApp within a few minutes - copy the code, paste it into Gmail's verification box and click Verify.
5. Do NOT switch on "Forward a copy of all incoming mail" - that would forward everything. Use a filter instead:
6. Click the sliders icon inside the Gmail search bar ("Show search options"). In the "From" field type your school's address or domain (e.g. @yourschool.co.za), then click "Create filter".
7. Tick "Forward it to:", choose your SchoolComs address, and click "Create filter".
8. Repeat steps 6-7 for each school sender (office, sports, PTA, aftercare).

*Note: the Gmail phone app cannot manage forwarding - use a computer, or request the desktop site in your phone's browser.*

### Outlook.com / Hotmail / Live (web)

1. Sign in at outlook.com, click the gear icon, then "Mail" > "Rules".
2. Click "+ Add new rule" and name it "School to SchoolComs".
3. Condition: "From" > your school's address.
4. Action: "Forward to" > your SchoolComs address. Save.
5. Add a condition (or another rule) for each additional school sender.

*Note: avoid Settings > Forwarding on Outlook.com - that forwards ALL your mail, not just school mail.*

### Outlook desktop app (Windows)

1. Home tab > Rules > "Manage Rules & Alerts" > "New Rule...".

2. Choose "Apply rule on messages I receive" > Next.
3. Tick "from people or public group", click the underlined link and enter the school's address > Next.
4. Tick "forward it to people or public group", click the link and type your SchoolComs address > Next > Finish.

*Note: on a Microsoft 365 / Exchange mailbox the rule runs in the cloud 24/7; on POP/IMAP accounts Outlook must be running. In the new Outlook app use Settings > Rules (same as Outlook.com).*

## Yahoo Mail

1. Click the gear icon > "More Settings" > "Mailboxes".
2. Select your mailbox > "Forwarding" > enter your SchoolComs address > Verify.
3. The verification email arrives on your WhatsApp - confirm it and forwarding goes live.

*Note: Yahoo only offers automatic forwarding on the paid Yahoo Mail Plus plan, and it forwards all mail. If you're on free Yahoo, the simplest route is to use a Gmail address for school communication and follow the Gmail steps above.*

## iCloud Mail (icloud.com)

1. Sign in at icloud.com and open Mail, then click the gear icon > "Settings" > "Rules".
2. Click "Add a Rule". If a message "is from" > your school's address.
3. Then "Forward to" > your SchoolComs address > Done.

## Apple Mail (Mac)

1. Mail > Settings (Cmd+,) > "Rules" > "Add Rule".
2. Description "School to SchoolComs". If "From" "contains" > your school's address.
3. Perform: "Forward Message" to your SchoolComs address > OK.

*Note: Mac rules only run while Mail is open on that Mac. Prefer a rule at your provider (iCloud.com, Gmail web) so forwarding works around the clock.*

## Thunderbird

1. Tools > "Message Filters" > "New...".
2. Match: "From" "contains" > your school's address.
3. Action: "Forward Message To" > your SchoolComs address > OK.

*Note: filters run while Thunderbird is open - prefer a provider-side rule when possible.*

## Any other provider

Look in your email settings for "Forwarding", "Rules" or "Filters" with a "forward to" action. Set the condition to your school's sender address or domain and the action to forward to your SchoolComs address. If your provider sends a verification email, it arrives on your WhatsApp like any other message.

## Tips & troubleshooting

- A forwarded school email typically shows up on your WhatsApp within 5-15 minutes.
- Create one rule per school sender: the office, sports teams, the PTA, aftercare - anything school-related you want summarised.

- Verification codes always arrive via your WhatsApp - we read everything sent to your SchoolComs address.
- Nothing arriving? Double-check the school address spelling in your rule, and that the forward action points at your exact SchoolComs address (tap "My school inbox" in the WhatsApp menu to confirm it).
- Stuck? Please contact us on +27 72 239 1549 - we're happy to help you set it up.