Youth Service Funding

GUIDANCE: Additional Signposting for BT Email Users

Users with BT email addresses (ending in @btinternet.com @btopenworld.com) including BTYahoo accounts will experience issues receiving emails from the EA Youth Service Registration and Funding Portal. **This issue is with the email provider and not the funding system**, and as such the end user needs to make changes to their email settings to receive messages. Verification of Email addresses will not limit the user's ability to register or apply for funding, however it will present problems when the user forgets their password and need to reset it, or the user will not receive communication from the system such as offers of funding.

We have provided below links to BT's own support pages to further support user which outlines how to address/solve the issue.

Using BT Mail's anti-spam features (Community Blog)

https://community.bt.com/t5/Email/Safe-Senders-List-in-BTYahoo/td-p/1862986

Using BT Mail's anti-spam features

https://www.bt.com/help/email/using-bt-mail-s-anti-spam-features

Using BT Yahoo's anti-spam features

https://www.bt.com/help/email/using-bt-yahoo-s-anti-spam-features

Alternative Solution

If you unable to resolve this issue, the alternative solution is to use a different email provider such as Googlemail, Hotmail, Outlook etc. If you decide to use an alternative email, you can update your email address (which is also your logon) under your "My Account" settings. On the main page you will see your email address currently used. Just replace this with your new email address and click save at the bottom of the page

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