

## **BT e-mail account not receiving [gmail.com](https://www.gmail.com) e-mails.**

Open your BT account using: -

<https://signin1.bt.com/login/emailloginform> OR whatever you normally use to login.

Click on '**V**' next to your login name/BT e-mail address (top right of login screen) and choose '**Settings**'.

Under '**Profile**' (top left of login screen under BT logo) click '**Mail**'.

Under '**Mail**' choose '**Blocked senders**'.

Scroll down the list of blocked e-mail address until you find a reference to '[gmail.com](https://www.gmail.com)'.

Click on the box to the immediate left of '[gmail.com](https://www.gmail.com)' (a tick should appear in the box)

then

Click '**Delete**' (top right of the list of blocked e-mail address).

A message will flash up at the top of the screen and disappear before you can read it all!

The message confirms deletion of your chosen item(s) and informs you that you have room for 'thousands' more e-mail addresses.

### **Why is this happening?**

It may be that you have blocked the address accidentally if you use the blocking button in the menu settings **by selecting to block the domain rather than the sender.**

You probably will not receive older e-mails that have been blocked. Just as well, as you may start receiving many e-mails that are way out of date.

This should work for any other e-mail domains.