

## Whitelisting ... the What and the How

- ✓ Whitelisting ensures our eNewsletter gets past your spam filters and lands in your in-box.
- ✓ Whitelisting an email tells your email reader that you WANT to receive messages from this sender, and that it is safe.
- ✓ Whitelisting is also known as "Safe Senders".

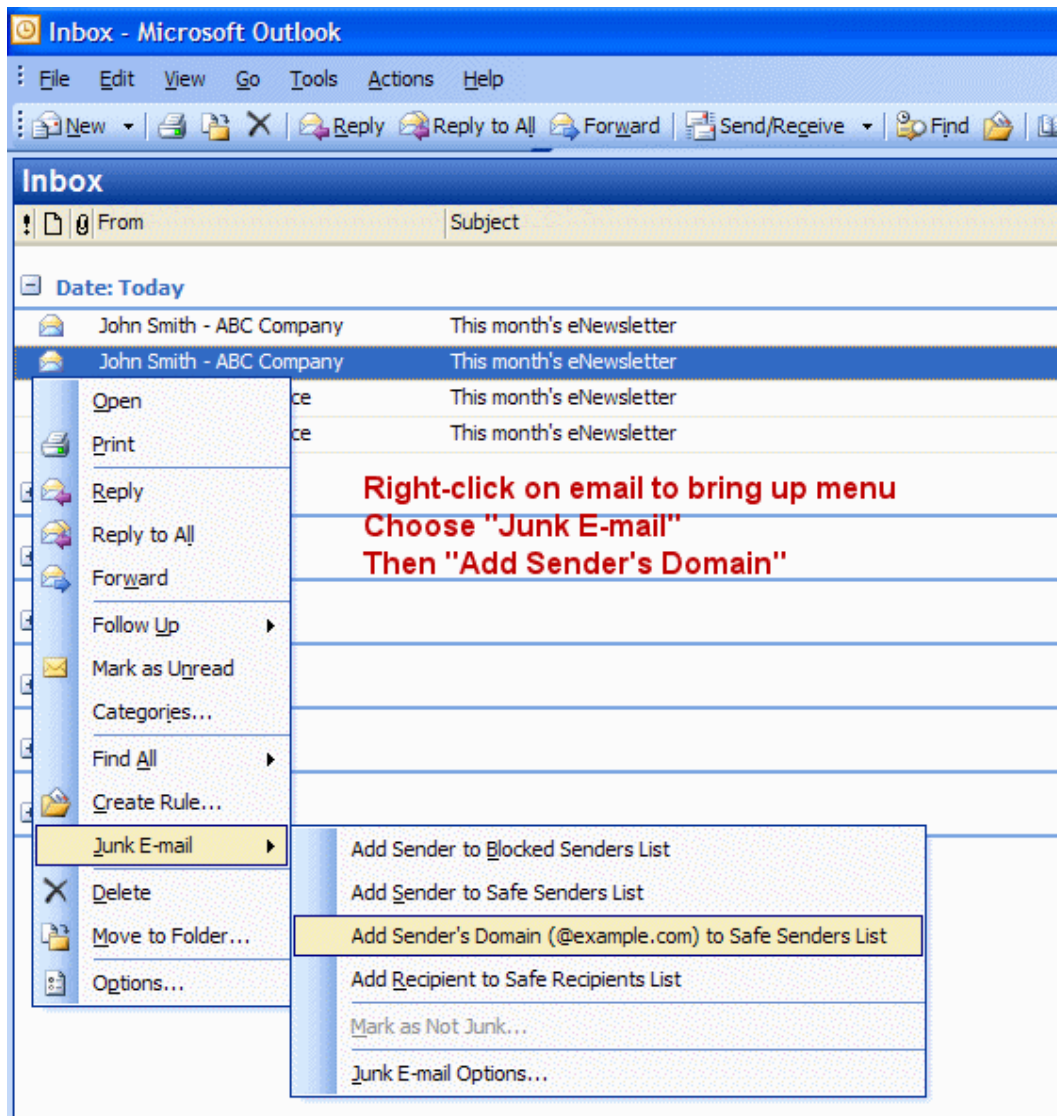
### Whitelisting Tips

Here are whitelisting tips for Outlook, Hotmail, Yahoo, AOL, Gmail and Mozilla Thunderbird:

#### Outlook 2003 & 2007

##### Add us to your Safe Senders list:

1. Right click on our eNewsletter in your in-box to bring up a menu
2. Choose "Junk E-mail"
3. Then "add Sender's Domain (@example.com) to Safe Senders List"



#### Hotmail

*New Subscribers:*

##### You will need to add our email address to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link (top of page).
3. Select the "Safe List" link (2nd from bottom).
4. Copy and paste our email address "prosper@kleinhardt.com.au" into the dialog box titled "Type an address or domain".

5. Click the "Add" button next to the dialog box.

*Existing Subscribers:*

If our newsletter is in your Junk E-Mail Folder, open the issue and click the Not Junk button. Next, check to see if our email address is in your Blocked Senders list. If you see an email with @kleinhardt.com.au on this list, select it and click the Remove button. Finally, if you have not done so, add our email address into your Safe List as outlined above.

## Yahoo

*New Subscribers:*

**You will need to set up a filter to redirect our newsletter into your inbox:**

1. Open your mailbox and click on Mail Options (upper right hand corner).
2. Select Filters (bottom left corner).
3. Click the Add link on the Filters page.
4. Update the "From header:" rule with the following 2 pieces of information: "contains" and our email address "prosper@kleinhardt.com.au" (This tells Yahoo to identify our newsletter based on its From address).
5. Click the Choose Folder pull down menu and select inbox.
6. Pick the Add Filter button.

*Existing Subscribers:*

If our newsletter is getting stuck in your Yahoo Bulk Folder, please open the issue and click the Not Spam button. Next, check to see if the newsletter's email address is in your "Blocked Addresses" list. If you see an email with prosper@kleinhardt.com.au on this list, select it and click the Remove Block button. Lastly, please set up a filter as outlined above.

## AOL

**Please add our "From address" to your AOL address book:**

If our newsletter is in your AOL Spam Folder, please open the issue and then click the This Is Not Spam button. Next, please add our email address " prosper@kleinhardt.com.au " onto your Address Book.

## Gmail

*New Subscribers*

**Please add our From email address " prosper@kleinhardt.com.au " to your Gmail Contacts List:**

1. Click Contacts along the left side of any Gmail page.
2. Click Add Contact.
3. Copy and paste our From email address " prosper@kleinhardt.com.au " into the primary email address dialog box.
4. Click Save.

*Existing Subscribers*

**How to check if our newsletter is in the "spam" folder:**

1. Click Spam along the left side of any Gmail page.
2. Check mark the box next to our newsletter.
3. Click Not Spam button along the top.

## Mozilla Thunderbird

*New Subscribers:*

You will need to add our From email address " prosper@kleinhardt.com.au ", to your Thunderbird Address Book and configure your Junk Mail Controls to white list your address book.

1. Click the Address Book button.
2. Make sure the Personal Address Book is highlighted.
3. Click the New Card button. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under the Contact tab, copy and paste our From email address " prosper@kleinhardt.com.au " into the Email dialog box.
5. Click OK.

**Whitelist your Personal Address Book:**

1. From the main drop down menu, select "Tools -> Junk Mail Controls..."
2. This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter
3. Under the Settings tab, update the "White Lists" module by selecting Personal Address Book from the

pull down menu and then check mark the box next to "Do not mark messages as junk mail".  
4. Click OK.

*Existing Subscribers*

Please check your Junk folder to see our newsletter have been mistakenly placed there. To prevent this from happening in the future, you need to mark our newsletter as not junk. Do this by right-clicking on our newsletter and choose "Mark -< As Not Junk".