

Email Help Topic: How to prevent legitimate mail from being caught in your Spam Filter

Why do this:

Unless our "From" address is added to your contact list or address book, our emails might not get delivered to your inbox.

What you need to do:

Add our "From" addresses to your "Safe Sender" list within your mail client.

How to do it using Microsoft Outlook 2003, 2007 and 2010:

1. Start Outlook.
2. On the **Tools** menu, click **Options**.
3. On the **Preferences** tab, click **Junk E-mail**.
4. On the **Safe Senders** tab, click **Add**.
5. In the **Add address or Internet domain (admissions@medschool.pitt.edu)** dialog box, type the e-mail address of the person who you want to trust, and then click **OK**.

Note: The e-mail address that you add to the Safe Senders list does not have to be listed in your Contacts list.

6. Repeat step 5 for each e-mail address (sender) that you want to add to the Safe Senders list.
7. On the **Safe Senders** tab, you can also click to select the **Also trust e-mail from my Contacts list** check box. If you select this check box, you are trusting that the e-mail messages that are sent to you from those that are listed in your Contacts list are safe e-mail messages.
8. Click **OK** to close the **Junk E-mail Options** dialog box.
9. Click **OK** to close the **Options** dialog box.

To add a sender directly from an email message that was delivered to the junk email folder, follow these steps:

1. Go to junk email folder.
2. Select the email from which you want to trust the sender.
3. Right-click the email message, point to **Junk E-mail**, and then click **Add Sender to Safe Sender List**. When you do this, you should receive a "The sender of the selected message has been added to your safe sender's list" message.
4. If you want to trust any sender from that domain, select **Add Sender's Domain (@medschool.pitt.edu) to Safe Sender's List**.
5. For more information about safe senders, click **Microsoft Outlook Help** on the **Help** menu, type **safe senders** in the Office Assistant or the Answer Wizard, and then click **Search** to view the topic.

How to do it using an Internet based email client:

GMAIL

- » Open Your Contacts List.
- » Click the "Contacts" link. This action will open your Contacts List.



- » Click the "Add Contact" link. This action will open the Add Contact form.
- » Paste or type the email address into the "Email" field, and click the "Add Contact" button.

AOL 9.0

- » Open the email message from the sender you want to add to your address book.
- » Click on the "Add Address" icon on the right-hand side of the message.



- » Add additional information if you wish, then click on the "Save" button.

MSN Hotmail

- » Open the email message from the sender you want to add to your address book.
- » Click on the "Save Address" button at the top right of the message.



- » Check the "Add to Contacts" box and click "OK."
- » Click Here to return to top.

Yahoo! Mail

- » Open the email message from the sender you want to add to your address book.
- » Click on the "Add to Address Book" link next to the "From Address."



- » On the "Add to Address Book" page, enter optional information into the fields.
 - » Click the "Add to Address Book" button.
- In order to see images sent in the HTML email, click on the "Mail Options" button on the top right of the message.
- » Select "General Preferences" option. Go to the "Security" section and make sure the "Block HTML graphics in email messages from being downloaded" option is NOT CHECKED.
 - » Click on the "Save" option.

Earthlink

- » Open Your Address Book
- » Click the "Address Book" link. This action will open your Address Book.



- » Open the Companies Section of Address Book
- » Click the "Companies (Domains)" link. This action will open the companies section of the Address Book.
- » Click the "Add" button. This action will open the add a company domain name form.
- » Type in the domain name (example.com) in the text field, and click the "Allow This Company (Domain)" button.

NetZero

- » Open the message from the sender you want to add to your address book.
- » Click on the "Save to Address Book" link next to the sender's email address.



- » You will see a message "This address has been saved into your Address Book"

OTHER EMAIL SOFTWARE

- » Choose the HELP option from your menu.
- » Search for "ADDING TO ADDRESS BOOK" or "ADDING CONTACTS"
- » Follow directions.

OTHER WEB MAIL

Most web mail application have a HELP link at the top right or bottom of main page. Click that or similar link and search for "ADDING TO ADDRESS BOOK" or "ADDING CONTACTS."

- » Follow directions.