

If You Have Problems Receiving SMES Email: Troubleshooting Tips

[Clarification: The name of the sender is referred to as *St. Margaret's Communication Office* and the actual email address is *SMES_Communications@smes.org*. If you aren't receiving any SMES email, then follow the instructions for your ISP below but instead of using information from an SMES email, just type in *SMES_Communications@smes.org* as instructed.

For AOL version 9.0: you can ensure that *SMES* email is delivered to your Inbox by adding our sending address to your "People I Know" list.

- If you receive SMES mail and want to make sure you continue to receive it:
 - Open your latest *SMES* e-mail.
 - Click the **Add Address** button (over on the right) to add *SMES_Communications@smes.org* to your "People I Know" list.

Alternatively, you can just send an e-mail to the *St. Margaret's Communication Office* "From" address, and that will add us to your "People I Know" list automatically.

- In a new email, type in *SMES_Communications@smes.org* into the "To" section.
- Click **Send Now** (it's in the top right corner).

Even if the e-mail you send doesn't get through to us (for whatever reason), the act of sending it does the job of putting *SMES_Communications@smes.org* into your "People I Know" list--and that's what counts.

If you're using an earlier version of AOL, you'll need to set your Mail Controls instead. Here's how:

- Go to Keyword **Mail Controls**.
- Select the screen name we're sending your *SMES* email to.
- Click **Customize Mail Controls For This Screen Name**.

For AOL version 8.0: Select **Allow email from all AOL members, email addresses and domains**.

- Click **Next** until the **Save** button shows up at the bottom.
- Click **Save**.

Yahoo

To ensure that mail from *St. Margaret's Communication Office* is delivered to your Yahoo Inbox (not the Bulk Mail folder), you can instruct Yahoo to filter it to your Inbox. Here's how:

- Open your Yahoo mailbox.
- Click **Mail Options**.
- Click **Filters**.
- Next, click **Add Filter**.
- In the top row, labeled **From header:**, make sure **contains** is selected in the pull-down menu.
- Click in the text box next to that pull-down menu, then enter the address in the "From" line of your most recent email from *SMES*.
- At the bottom, where it says **Move the message to**, select **Inbox** from the pull-down menu.
- Click the **Add Filter** button again.

Hotmail

If you're using Hotmail, you can ensure that email from *SMES* is delivered to your Inbox by adding our "From" address to your **Safe List**. Here's how:

- Log on and click the **Mail** tab to get into your mailbox.
- Click **Options** (it's over at the top right, next to **Help**).
- Click **Junk e-Mail Protection**.
- Select **Safe List**.
- In the space provided, enter the address in the "From" line of your most recent *St. Margaret's Communication Office* email.
- Click **Add**.
- When you see the address you entered in the Safe List box, click **OK**.

Alternatively, you can add the *St. Margaret's Communication Office* "From" address to your Contacts list:

- Open your latest email from SMES.
- Click the **Save Address** button. (It's over to the right in the line of options just above the e-mail.)
- Click **OK**.

Outlook 2003

If you're using Outlook 2003 for your e-mail, you can make sure email from *St. Margaret's Communication Office* is delivered to your Inbox by letting Outlook know you consider it safe. There are a few ways you can do this:

- Open any *St. Margaret's Communication Office* e-mail, then add the sender or the sender's domain to your Safe List.
- Find the address in the "From" line of your most recent *St. Margaret's Communication Office* email and add it to **Personal Contacts** in your Outlook Address Book.
- Open any *St. Margaret's Communication Office* e-mail, then select **Mark as Not Junk**.

Earthlink

If you're using Earthlink, you can make sure email from *St. Margaret's Communication Office* is delivered to your Inbox by adding our sending address to your Address Book. Here's how:

- Open your latest *SMES* e-mail.
- Copy the address in the "From" line.
- Click on **Address Book** (it's over on the left, below your Folders).
- When your Address Book opens, click the **Add** button.
- On the Add Contact screen, find the **Internet Information** box.
- Enter the address you copied from the "From" line into the top **Email** box.
- Click **Save**.

MSN

If you're using **MSN version 9** for your e-mail, you can make sure email from *St. Margaret's Communication Office* is delivered to your Inbox by adding our sending address to your Safe List. Here's how:

- Open your latest *SMES* e-mail.
- Copy the address in the "From" line.
- Click on **Settings: E-mail | Junk e-mail** (it's at the bottom left of the screen, just above **Calendar**).
- On the E-mail settings screen, click **Junk E-Mail Guard**.
- Select **Safe List**.
- In the space provided under "Add people to the safe list", enter the address you copied from the "From" line.
- Click **Add**.

For **older versions of MSN**, you add our sending address to your Safe List like this:

- Open your latest *SMES* e-mail.
- Copy the address in the "From" line.
- Click on **E-mail settings** (it's at the bottom left of the screen, just above **Calendar**).
- On the E-mail settings screen, click **Junk Mail**.
- Select **Safe List**.
- Click **Add an item to this list**.
- When the **Add To Safe List** box appears, enter the address you copied from the "From" line into the space provided.
- Click **Add**.

Verizon

If you're using Verizon for e-mail, you can ensure that email from *SMES* is delivered to your Inbox by adding our "From" address to your Safe List. Here's how:

- Go to your Verizon Inbox.
- Click **Options**.
- Select the **Block Senders** tab (near the top of the screen).
- On the Block Senders screen, you'll see both a "Block Sender List" and a "Safe List". In the space where it says, "Enter e-mail address or sub

domain to always accept even if the domain is blocked", enter the address in the "From" line of your most recent *St. Margaret's Communication Office* email.

SpamCop

If you're using SpamCop to filter your incoming e-mail, you can exempt email from *St. Margaret's Communication Office* from the filtering process by adding our "From" address to your Whitelist. Here's how:

- Open your browser and go to this page: <http://webmail.spamcop.net/>
- Log into your SpamCop account.
- Click on the **Options** icon in the toolbar.
- Under *Mail Management* (in the middle), click **SpamCop Tools**.
- Select **Manage your personal whitelist**.
- Near the bottom, where it reads "Click here to add to your whitelist", click on **Click here**.
- Enter the address in the "From" line of your most recent email from *St. Margaret's Communication Office* in the first empty slot.
- Click **Submit**.

SpamAssassin

If you're using Spam Assassin to filter your incoming e-mail, you can exempt email from *St. Margaret's Communication Office* from the filtering process by adding our "From" address to the Whitelist in your User Preferences. Here's how:

- Search your hard drive for the **spamassassin** folder, then open it.
- In that folder should be a file named *user_prefs*. Open it with a text editor (Notepad, for example). If there is no such file, you can create it. The detailed instructions are at http://spamassassin.taint.org/doc/Mail_SpamAssassin_Conf.html.
- Make a new (blank) line in the file. On that line, enter **whitelist_from**, followed by the address in the "From" line of your most recent *St. Margaret's Communication Office* email.
- Save the file and close it.

Spamkiller

If you're using McAfee's Spamkiller to filter your incoming e-mail, you can exempt email from *St. Margaret's Communication Office* from the filtering process by adding our "From" address to your list of Friends. Here's how:

- On the Spamkiller sidebar, click **Friends**.
- Click **Add**.
- Enter the address in the "From" line of your most recent *St. Margaret's Communication Office* email and click the **OK** button.

Mailblocks

If you're using Mailblocks to filter your incoming e-mail, you can exempt email from *St. Margaret's Communication Office* from the filtering process by adding our "From" address to your "Accept Mail From" list of addresses. Here's how:

- In Mailblocks, click the **Addresses** tab.
- Select **New**.
- Enter the address in the "From" line of your most recent *St. Margaret's Communication Office* email.
- In the *Receiving Options*, select **Accept Mail From This Address**.
- In the *Other Options*, make sure **Display in People Picker** is *not* selected.
- Click **Submit**.
- Click **OK**.

MailShield

If you're using MailShield to filter your incoming e-mail, you can exempt email from *St. Margaret's Communication Office* from the filtering process by adding our "From" address to your list of Friends. Here's how:

- On the MailShield toolbar, click **Friends**.
- Click **Add**.
- Enter the address in the "From" line of your most recent *St. Margaret's Communication Office* email and click the **OK** button.

MailWasher

If you're using CleanMyMailbox to filter your incoming e-mail, you can exempt SMES email from the filtering process by adding our "From" address to your Whitelist. Here's how:

- Click the **Whitelist** button.
- Add the address in the "From" line of your most recent *SMES email* to the list.
- Click the **Submit List** button.

Oddpost

If you're using Oddpost to filter your incoming e-mail, you can exempt your *SMES* email from the filtering process by marking it as "Not Spam"--but only if it has been incorrectly identified as spam in the first place. Here's what to do:

- Find any *SMES* e-mail that's in your **Probably Spam** folder.
- Click on that e-mail to select it.
- Click the **Move to Inbox and Mark as Not Spam** button.

Spam Inspector

If you're using Spam Inspector to filter your incoming e-mail, you can exempt your *SMES* email

from the filtering process by adding our "From" address to your list of Friends. Here's how:

- Open Outlook.
- On the Spam Inspector menu or toolbar, find and select **Manage Friends List** .
- In the *Add a New Friend* area, select **E-mail** .
- Enter the address in the "From" line of your most recent *SMES* email .
- Click the >> (add) button.
- Click **Close** .

Spam Interceptor

If you're using Spam Interceptor to filter your incoming e-mail, you can exempt your *SMES* email from the filtering process by adding our "From" address to your list of Trusted senders. Here's how:

- Open Spam Interceptor and select **Authentication Lists** .
- Click **Trusted** .
- Enter the address in the "From" line of your most recent *SMES* email.
- Click **Add** .

Spam Sleuth

If you're using Spam Sleuth to filter your incoming e-mail, you can exempt your *SMES* mail from the filtering process by adding our "From" address to your list of Friends. Here's how:

- Open Spam Sleuth.
- From the **File** menu, select **Configure** .
- In the *Friends* category, make sure **Active** is selected.
- In the space provided for the list, make a new (blank) line and on it enter the address in the "From" line of your most recent *SMES* mail .
- Click **OK** .

SpamButcher

If you're using Spam Butcher to filter your incoming e-mail, you can exempt your *SMES* mail from the filtering process by adding our "From" address to your Know Senders list. Here's how:

- Open Spam Butcher and click the **Configure** button.
- Select the **Known Senders** tab.
- Under *Known Good Senders and Recipients*, click **Add** .
- Enter the address in the "From" line of your most recent *SMES* email and click **OK** .
- Click **OK** .

Spameater

If you're using Spameater to filter your incoming e-mail, you can exempt *SMES* email from the filtering process by adding our "From" address to your list of Approved Senders. Here's how:

- On the Spameater sidebar, click **Filters** .

- Select the **Approved Senders** tab.
- Click **Add Filter** .
- In the *Address* space, enter the address in the "From" line of your most recent *SMES* email.
- For *Address Type*, select **Full Email Address** .
- Click **OK** .

SpamNet

If you're using Cloudmark's SpamNet to filter your incoming e-mail, you can exempt SMES email from the filtering process by adding our "From" address to your Whitelist. Here's how:

- Open your Outlook Inbox.
- On the *Cloudmark SpamNet* toolbar, click **Options** .
- Click **Advanced** .
- Select the **Whitelist** tab.
- Click the **Add** button.
- Enter the address in the "From" line of your most recent *SMES* email and click the **OK** button.
- Click **OK** again, then **Yes**, then **OK** one last time.

SpamPal

If you're using SpamPal to filter your incoming e-mail, you can exempt SMES mail from the filtering process by adding our "From" address to your Whitelist. Here's how:

- When SpamPal is running, find the **SpamPal** icon in your Windows system tray and right-click on it.
- Select **Add to Whitelist** .
- Enter the address in the "From" line of your most recent *SMES* email.
- Click **Add** .

Others

Many popular e-mail programs, including Cox and older versions of **Outlook**, **Outlook Express**, **Eudora**, and **Netscape Mail**, don't provide a convenient way for you to white-list the folks you want to receive e-mail from. If you're using this sort of e-mail system and you either aren't getting email from SMES or want to make sure you continue to receive SMES email in the future, you *can* do something about it.

Contact the customer service people or the Postmaster at the company that provides your e-mail or Internet connection (your ISP). Explain to them that receiving email from *St. Margaret's Communication Office* is something you want and is important. Ask them if they can white-list the sender. (Unfortunately, some e-mail systems don't allow white-listing.) If they do white-list, they'll probably ask you for some information about us. Here's what to tell them:

- **Sending Address:** If they ask for our address, it is
 - SMES_Communications@smes.org
 - LS_Communications@smes.org
 - MS_Communications@smes.org

- US_Communications@smes.org
- **Domain:** If they need to know the domain we're mailing from, the domain is *smes.org*.
- **IP Address:** If they ask for our sending IP address, it is 206.135.101.4