

Dear Parents

With our switch to online proofing, we encountered the occasional issue where families are not seeing emails from us because they are being pushed into the SPAM folder. In order to ensure that you receive your child's portrait gallery in a timely manner, we are asking that you Whitelist our email domain. Whitelist means you are making our domain as a safe sender within your email account. This will allow our emails to go to your inbox, rather than get pushed into your SPAM folder. Below are directions on how to do this for Gmail and Yahoo accounts.

— Gmail —

1. Click **SETTINGS**
2. Click the **FILTERS AND BLOCKED ADDRESSES** tab on the Settings screen.
3. Click **CREATE A NEW FILTER**
4. Enter **@imagequix.com** in the **FROM** line
5. Click **CREATE FILTER**
6. Check **NEVER SEND IT TO SPAM**
7. Click **CREATE FILTER**
8. Repeat steps 1-7 for **@irvinsimonphoto.com**

— Yahoo —

1. Navigate to **SETTINGS** icon
2. Click **MORE SETTINGS**
3. Select **FILTERS** on the left side of the screen
4. Click **ADD NEW FILTERS** under your filters
5. Name filter **IRVIN SIMON**
6. Enter **@imagequix.com** in the **FROM** line and select **ENDS WITH** from the drop-down box
7. Under **CHOOSE A FOLDER TO MOVE TO** select **INBOX**
8. Click **SAVE**
9. Repeat steps 1-8 for **@irvinsimonphoto.com**

If you have any questions, please contact us directly at info@irvinsimonphoto.com