

Avoiding SPAM Filter Problems

March 21, 2011

When the help desk sends you a message, you should receive it in the Inbox of your e-mail program. In some cases, however, your e-mail program's spam filter misdirects the e-mail to your Spam, Bulk, or Junk E-mail folder. To prevent this from happening, please refer to the table below.

E-mail Program	Where to Find Misdirected E-Mails	How to Ensure That Your E-mails Are Sent to Your Inbox
AOL	Spam folder	Add the sender of the notification to your AOL address book
Google® Gmail™	Spam folder	Add the sender of the notification to your Gmail contact list
Microsoft® Hotmail	Junk E-mail folder	In Hotmail help, search for "create a safe list;" then follow the instructions
Microsoft® Outlook	Junk E-mail folder	In "Help" search for "safe senders list" and follow instructions
Microsoft® Windows Live Hotmail	Junk folder	In "Help" search for "block or allow" and follow instructions
Yahoo!® Microsoft Mail	Spam or Bulk Mail folder	Add the sender of the notification to your Yahoo! address book

If instructions for your e-mail program do not appear here, please search your program's help system for "spam" or "safe-sender" and follow the instructions provided.