IndianaArts.org and your email

One of the ways to help ensure email deliverability of your alerts, newsletters and support email is to add IndianaArts.org to your address book or approved sender list.

Following are instructions on how to do this for five email clients: AOL, Earthlink, Hotmail, Outlook 2003 and Yahoo.

Use this step-by-step information to help you resolve issues relating to missing emails, junk folder inclusion, and image display issues.

AOL

To make sure email gets delivered to your AOL inbox, you must add the email address or corporate domain of the sender to your Address Book or Custom Sender List.
To do so:
- Click the "Spam Controls" link on the lower right side of your inbox screen
- When the "Mail & Spam Controls" box appears, click the "Custom sender list" link
- Choose the "allow email from …" option
- Add the domain or email address you would like to receive mail from, and hit "Add"
- Then hit "Save"
Email from that domain will now be delivered straight to your Inbox.
If using AOL 9.0, sometimes simply replying to an email that you want to receive appropriately will also work to ensure you receive it right the next time.

Earthlink

If you are not receiving email at Earthlink, there are two actions you can take.
1) Check "Suspect Email" folder
2) Add sending domain to your address book
With Earthlink, if you have SpamBlocker turned on, suspect messages are automatically send to your Suspect Email folder if the domain is not in your address book.
Suspect Email Folder
- While in the "Suspect Email" folder, if you see a message you want to receive, select the "Move to Inbox and
Add Contact" option from the pull down menu
- This will add the domain to your Address Book for future email delivery assurance
Address Book Inclusion
- Go to your Address Book tab in Mail view
- Click the "Add" button to insert a new contact
- Fill in the email address of the sender
- Any mail sent with the same domain (right of the @ sign) will now be delivered to your Inbox

Hotmail

To ensure messages from specific email addresses are not sent to your Junk Email folder, you can do one of two things:
1) Add the email addresses or domains to your Safe List
2) Add the email addresses to your Contacts List
Safe List Instructions
- Click "Options" in the upper right corner of your Hotmail screen
- On the left side of the page, click "Mail"
- Click on "Junk Email Protection"
- Select "Safe List"
- Type the email address of the domain (the part to the right of the @ sign) into the box
- Click "Add"
Contact List Instructions
- Click "Contacts" folder
- Select "New" in upper left corner
- Assign a Quickname in the mandatory box on left side of screen
- Enter the email address you want to receive email from in the "Online Addresses" section

Outlook 2003

Because of the various email platforms that can work with Outlook, it is tricky to tell you how to recieve all email to your Outlook inbox. We can tell you, however, how to make sure you can see all the emails you receive as they were intended to be seen - with images. If a company is not in your address book or "Safe Sender" list, your HTML images will not display.
To have HTML display correctly, users can:
1) Change their automatic download settings
2) Add your email or domain to their approved sender list
To change settings:
- Right click on a non-displaying image in an HTML email
- Choose "Change automatic download settings" option
- When the popup comes up, uncheck the first box in the list that says "don't download pictures or other HTML
content automatically …"
- Hit OK
To add domain to safe sender list:
- Right click on a non-displaying image in an HTML email
- Choose "Add the domain to the safe sender list" option

Yahoo

If you're not receiving email at you are expecting, there are two things you can do:
1) Use the "Not Spam" button in your Bulk folder
2) Create a filter to automatically send email from certain domains to your Inbox. This is the only way to really ensure delivery.
Report as "Not Spam"
- Check your Yahoo! Bulk folder
- If you see the email you wanted to receive, highlight it and click "Not Spam"
- This does not guarantee that your mail will be delivered in the future, but it does help
Create a Filter
- Select "Mail Options" in the top right navigation bar
- Choose "filters" located on the left side of the page under the "Spam" column
- Click the "Add" button on the Filters page
- Choose the field you want to match in the incoming message. For example, "header" or "to".
- Choose the criterion by which you want a match to be made, such as "contains"
- Enter the text string to compare. For example: @returnpath.net
- Choose the destination folder to which you would like the message delivered. For example: Inbox
If you have questions about this report or have additional questions email us at
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