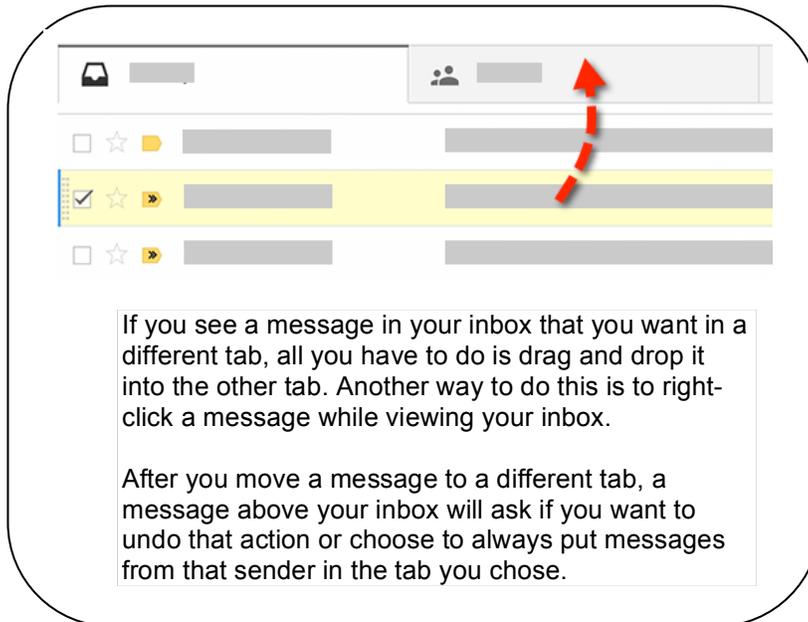# Can't find our emails? Try this…

Sometimes our bulk mailings get trapped in email filters or firewalls specific to your email service provider. Please add NashvilleADPiAlums@gmail.com to your address book or contact list to decrease the likelihood that our emails will be sent to your spam/junk folder. Additional steps are listed below and are specific to the email service provider you use.

If you follow the steps below but continue to have problems receiving our mailings, please email us at NashvilleADPiAlums@gmail.com and we can help you determine the problem.

Gmail

From the toolbar on the left, open your spam folder. Click on an email from us – NashvilleADPiAlums@gmail.com. At the top of the email, click on "Remove spam label from this conversation."

If you use Gmail Tabs, Gmail filters automatically classify our emails as "promotions" so check under the promotions tab. If you find our emails there and would prefer them to show up in your primary inbox, you can move the email message to another tab and request that setting be used in the future (see example below).

If you see a message in your inbox that you want in a different tab, all you have to do is drag and drop it into the other tab. Another way to do this is to right-click a message while viewing your inbox.

After you move a message to a different tab, a message above your inbox will ask if you want to undo that action or choose to always put messages from that sender in the tab you chose.

Comcast/Xfinity

Access your spam filter settings (see steps below) and chose "Enable Spam Filter with Keep a local copy in my Spam folder" By doing this, you can view your spam folder to check for legitimate messages are accidentally being labeled as spam. If you find a legitimate email in your Spam folder, use the toolbar to mark it "Not Spam."

To change your spam filter preference

1. Sign into XFINITY Connect and click on the **Preferences** tab at the top.
2. Select **Email** from the left preferences pane.
3. Under Settings Managed on Comcast.net, click **Spam Filtering / Confirmation**.
4. You'll be redirected to My Account and will see the **Edit Spam Filter** screen. The default setting is **Enable Spam filter.**
5. Select the option you want (Enable Spam Filtering and Keep a Local Copy in my Spam Folder) and click **Save.**

Yahoo!

To train your spam filters
1. Open your Spam folder
2. Click on the "not spam" button for each legitimate email message you want to go to your mailbox instead of the spam folder

AOL

You can view your spam folder by clicking the **Mail** menu on the AOL toolbar, and then clicking **Spam Folder**. Your Spam folder will open and display the list of emails designated as spam.

If you see a piece of email that is not spam, **click on the email from NashvilleADPiAlums@gmail.com**, and then click **This is Not Spam**. The message will be automatically moved to your **New** or **Inbox** folder. You should then add NashvilleADPiAlums@gmail.com to your address book and/or your **Custom Sender List** (if you have one set up), so that future emails from the Alumnae Association will not be sent to your **Spam** folder.

Windows Live Hotmail

To make sure Windows Live Hotmail does not ban mailing list messages as spam:

- Select *Options | More options...* in Windows Live Hotmail.
- Click *Safe and blocked senders* under *Junk e-mail*.
- Follow the *Safe mailing lists* link.
  http://hotmail.com/mail/options.aspx?subsection=7&n=580440064
- Enter the email address that shows up in the To: field of messages that come from a particular mailing list under *To address for the mailing list*. (this is NashvilleADPiAlums@gmail.com)
- Click *Add to list* >>.

Bellsouth

What happens if MailGuard incorrectly identifies an e-mail message as spam?

Rare instances may occur in which a message has been mistakenly identified as spam. If you have selected the "Review" option so spam is saved in your MailGuard folder for 7 days, go to your MailGuard folder in Web E-mail and move the message to your Inbox to avoid having the message deleted when the folder is emptied. Send notification of messages incorrectly identified and filtered as spam to: this_is_good@bellsouth.net.

If you haven't found the solution to your email problems, please email NashvilleADPiAlums@gmail.com and we will make sure your information is correct in our mailing list and determine why emails are not making it to your Inbox.