

Here's How To Add Us To Your White List

IMPORTANT: Unsolicited, unwanted advertising e-mail, commonly known as "spam", is a big problem. As a result, most e-mail services and Internet Service Providers (ISPs) have put some sort of filtering or blocking system in place or have determined who should be "blacklisted" as a potential spammer.

Although Creative Catalyst never sends unsolicited email, the format and language in Creative Catalyst emails sometimes causes it to be filtered out as spam by over-diligent systems. In many cases, neither the intended recipient of the e-mail nor Creative Catalyst as the sender is notified that the message didn't get through as addressed.

There is something you can do to keep your **Creative Catalyst** message from falling into the black hole of email spam. You can proactively counter the blacklists with a "white-list". White-list Creative Catalyst now, to ensure you receive all the messages coming your way.

Of course, every e-mail system is different. Below are instructions for some of the more popular ones. If yours isn't here, please contact your ISP's customer service folks for their instructions. (Forward the answer to us, and we might add it!)

One vital thing you can do that helps no matter what e-mail system you're using is this: add the address in the "From" line of your most recent **Creative Catalyst** message to your address book. It will be this:

lynn@mycreativecatalyst.com

To find instructions for your e-mail provider or software, find your e-mail program from the list below.

AOL

If you're using AOL, you can ensure that your Creative Catalyst message is delivered to your Inbox by setting your Mail Controls. Here's how:

- Go to Keyword **Mail Controls**.
- Select the screen name to which we'll send your Creative Catalyst emails.
- Click **Customize Mail Controls For This Screen Name**.

For **AOL version 9.0**: You need to add our sending address to your "People I Know" list.

Open your latest e-mail from us.

Click the Add Address button (over on the right) to add Creative Catalyst to your "People I Know" list.

Alternatively, you can just send an e-mail to Creative Catalyst "From" address, and that will add us to your "People I Know" list automatically.

- Open your latest e-mail from Creative Catalyst.
- Copy the address in the "From" line.

- Click the Reply button (it's in the top right corner).
- A new e-mail window opens with the wrong address in the "Send To" box.
- Replace the address in the Send To box with the one you copied out of the From line.
- 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 Creative Catalyst into your "People I Know" list--and that's what counts.

For AOL version 7.0: In the section for "exclusion and inclusion parameters", **include** this domain:

@mycreativecatalyst.com

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

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

Thank you for white-listing Creative Catalyst.

Yahoo!

To ensure that your Creative Catalyst message 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 e-mail from Creative Catalyst.
- At the bottom, where it says **Move the message to:** select **Inbox** from the pull-down menu.
- Click the **Add Filter** button again.

Thank you for white-listing Creative Catalyst.

Hotmail

If you are using Hotmail, you can ensure that your e-mail from Creative Catalyst is delivered to your Inbox by adding our "From" address to your Safe List. Here's how:

- Click the **Options** tab.
- Select **Safe List**. (It's under the heading *Mail Handling*.)
- In the space provided, enter the address in the "From" line of your most recent Creative Catalyst message.
- Click **Add**.
- When you see the address you entered in the Safe List box, click **OK**.

Thank you for white-listing Creative Catalyst.

Outlook 2003

Add a name to your Safe Senders or Safe Recipients List

You can add either the sender's e-mail address or their domain name to the Safe Senders List.

- On the **Tools** menu, click **Options**.
- On the **Preferences** tab, under **E-mail**, click **Junk E-mail**.
- Click the **Safe Senders** or **Safe Recipients** tab.
- Click **Add**.
- In the Enter an e-mail address or Internet domain name to be added to the list box, enter the name or address you want added, and then click OK.
- Repeat steps 4 and 5 for each name or address that you want to add.

Notes:

If you want your **Contacts** to be considered safe senders, select the Also trust e-mail from my **Contacts** check box on the **Safe Senders** tab. All e-mail addresses in your **Contacts** folder will then be used by the **Junk E-mail Filter** to evaluate messages.

If you want people who are not necessarily in your **Contacts** but are people you correspond with regularly to be considered safe senders, select the **Automatically** add people in e-mail to the **Safe Senders List** check box on the Safe Senders tab. By default, the check box is selected. This check box is introduced with Microsoft Office 2003 Service Pack 1. To get Service Pack 1, go to **Downloads** on **Office Online**. Under **Office Update**, click **Check for Updates**.

If **Automatic Picture Download** is turned off, messages from or to e-mail addresses or domain names on the Safe Senders and **Safe Recipients Lists** will be treated as exceptions and the blocked content will be downloaded.

If you have existing lists of safe names and addresses, you can import the information into Microsoft Office Outlook 2003 by saving the list into a text (.txt) file with one entry per line, and then importing the list.

To quickly add a sender, domain name, or mailing list name to the **Safe Senders** or **Safe Recipients Lists**, right-click the message you consider safe, and then on the shortcut menu, point to **Junk E-mail**, and then click **Add Sender** to **Safe Senders List**, **Add Sender's Domain** (@example.com) to **Safe Senders List**, or **Add Recipient** to **Safe Recipients List**.

If you are using a Microsoft Exchange Server e-mail account, names and e-mail addresses in the Global Address List (Global Address List: The address book that contains all user, group, and distribution list e-mail addresses in your organization. The administrator creates and maintains this address book. It may also contain public folder e-mail addresses.) are automatically considered safe.

If you are using an Exchange Server e-mail account and working online, you must be using Microsoft Exchange Server 2003 or later. If you do not know what version of Exchange server your e-mail account is using, contact your Exchange administrator.

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