Adding ECA Marketing to your safe-senders list

If your email provider is not listed below or your email is managed by your company you will need to contact your system administrator. If you have updates for our list or would like to request instructions for additional providers please send an email to it@ecamarketing.com.

Contents

AOL Mail

The spam settings for your Username may block email from a particular email address or email containing pictures, certain words, or phrases.

1. Sign in with a master screen name
2. Go to AOL Keyword: Mail Controls
3. In "Spam Settings" select the screen name you want to check the settings for
4. In **Sender Filter** make sure that either "Allow mail from all senders" or "Allow mail only from people I know" is selected
5. (If you select "Allow mail only from people I know" you will need to add all of your contacts at ECA Marketing to your Buddy List or Address Book)
6. Next, in **Content Filter**, ensure that "Block messages containing pictures or files" is *not* selected
7. We also recommend setting the option in **Blocked Mail** to "Deliver blocked mail to Spam folder"

For complete instructions refer to: http://help.aol.com/help/microsites/microsite.do, and enter "Spam Settings" in the search box. Click **Search Help**. Look for the articles "**Are spam settings blocking email or attachments I actually want to get?**" and "**Using AOL Mail Spam Control settings on the AOL Desktop Software**"

AOL 8.0 Plus and higher: filters

You may also have the option to filter the emails you see in AOL. To show email from Everyone:

1. On the AOL toolbar, click the **Read** icon.
2. Click the Show me mail from: drop-down menu to open it, choose **Everyone** from the list, then click it.
3. In the upper right of the mailbox window, click the **X** button to close it.

Centurylink/Qwest

In addition to the steps below, make sure to check for SPAM folder for any of ECA's emails. If you find an email in SPAM you can indicate that the specific email is not junk by highlighting the message and clicking the 'Not SPAM' button above the email list.

1. Login to your Centurylink email account and select the "Preferences" tab
2. Select "Mail" on the left, and scroll down in the right-side to **SPAM Options**
3. Under **Allow messages from:**, enter @ecamarketing.com and click **Add**
4. Click the "Mail" tab to return to your Inbox

Comcast.net/Xfinity

By default Comcast customer emails will be filtered for Spam and the customer will NOT see a copy of the filtered out emails. Fortunately it is easy to change this setting so that a copy of the email will always be sent to your Spam filter so that you can check whether it actually is Spam.

1. Set your Spam filter to always send a copy to your Spam folder

a. Login to Comcast.net and go to your Inbox. From here click the "Preferences" tab near the top of your screen.
b. On the left of your screen select "Email," then in the center of your screen a list of options should appear, click on "Spam Filtering / Confirmation"
c. "Enable Spam filter" should be activated, also check the box for "Keep a local copy in my Spam folder" as this will allow you to check your Spam folder for emails that are incorrectly categorized as Spam. Click **Save**.
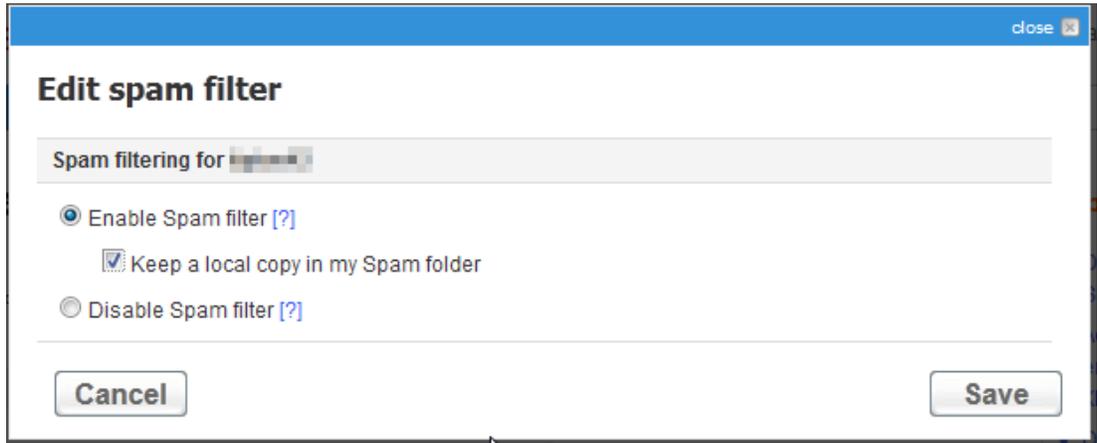
2. Check your Email restrictions
a. From your Account Management screen in Email Settings check whether "Email restrictions" are turned on. If so, click **Edit** to check your email restrictions.
b. If this is your primary email account the option "Allow all email" is recommended. However if you restrict emails make sure the email address of the ECA employee trying to email you is included.
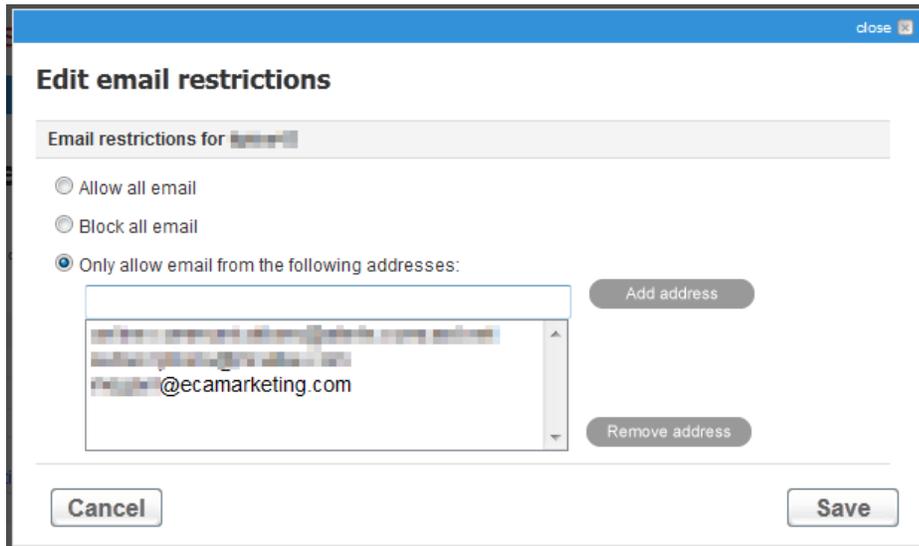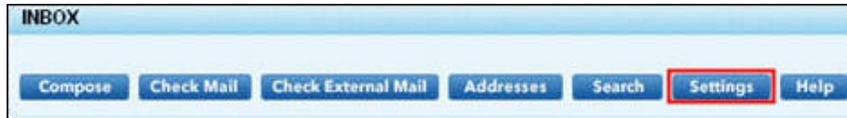

Cox.net

1. Click **Preferences**
2. Go to **General Email Preferences** and click **Blocked Senders**

3. Find the **Exceptions list** and add in "ecamarketing.com"
4. Click **Add**, then **Save** to save the changes.

Classic WebMail Instructions

1. Login to your WebMail Inbox, click **Settings.**

2. From the **Message Settings** window, click on **Allow and Block Messages**
3. From the **Advanced Blocking Features** window, select **Activate advanced blocking features**, under **Enable blocking**
4. Find the **Exceptions List**. Here, add "ecamarketing.com" to the list. Each domain or address must be on a separate line.
5. Make certain that <u>no</u> ecamarketing.com addresses are included on your **Blocked Senders and Domains** list.
6. If the option is available, click **OK** or **Save** to save the changes. Otherwise you can logout or return to your Inbox.

Gmail

Messages can skip your inbox and end up under different labels as the result of automatic spam filtering or filters that you've setup on your account.

1. Add the sender to your Contacts list:
    a. From you Inbox, click on "Gmail" in the top-left corner of your screen, a drop-down should open, select "Contacts"
    b. Above your contact list are several buttons, click the person+ icon

    c. A text box will open, type in the email of the person you are adding and click "Add"
2. Check your email filters:
    a. View the Settings (gear icon) drop-down in the top-right of your Gmail account and click "Settings" from the drop-down.
    b. Select "Filters" at the top to view options. First check your existing filters to make sure that you haven't already setup filters for emails coming from ECA. Otherwise create a new filter for emails containing the word "ecamarketing.com", click "Create filter with this search".
    c. On the next screen click the box for "Never send it to Spam" and create the filter. Once complete it should look similar to the example below:
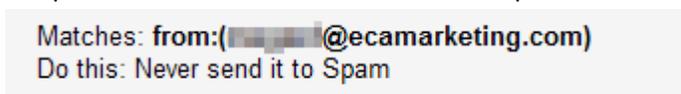
3. Additionally check settings under "Forwarding and POP/IMAP" and "Inbox" to make sure your email account is setup to direct your email properly. Here is a link with more information from Google: http://support.google.com/mail/bin/answer.py?hl=en&answer=82454

GoDaddy

1. Login to Workspace Webmail
2. From the **Settings** menu, select **Message Filters**
3. To allow an email address, do the following:
    a. Click **Allow List**
    b. Click **Add New**. The Add new allowed entry window displays
    c. In the **Add new address** field, enter "ecamarketing.com" and then click **OK**
    d. Also add the email address of the ECA employee trying to contact you, click **OK**
4. Your list will now be updated to not mark ECA Marketing emails as spam

Hotmail/MSN/Windows Live – Microsoft Email accounts

1. Add ecamarketing.com to your Safe Senders
    a. From the Hotmail main screen click "Options" beneath "Hotmail highlights." Then on the left under "Show options for" click "Hotmail."
    b. On the right options will appear for your email account. Select "Safe and blocked senders" under "Preventing junk email"

    Preventing junk email
    Filters and reporting
    Safe and blocked senders

    c. Click "Safe senders" on the next screen and add "ecamarketing.com" to your list.

    Safe senders
    Messages from safe senders will not be sent to the junk email folder. You can mark specific email addresses
    To allow an email address or domain into your inbox, enter it in the box below, and then click **Add to list**. To

    Sender or domain to mark as safe:
    ecamarketing.com   Add to list >>
   Example: name@example.com   << Remove from list

2. If you are still unable to find emails sent by an ECA employee also check your email sorting filters.
    a. From the Hotmail main screen click "Options" beneath "Hotmail highlights." Then on the left under "Show options for" click "Hotmail."
    b. Select "Rules for sorting new messages" under "Customizing Hotmail" and check for any listed rules that apply to emails coming from ECA marketing employees.

Outlook

Depending on your email provider changing the Junk filter settings in Outlook may not completely stop our emails from being blocked as spam. If your company email is not managed by a Microsoft Exchange server you will most likely need to take additional steps to prevent ECA emails from being blocked.

If you have successfully received an email from ECA Marketing in the past:

1. In Outlook, select the email you received from ECA Marketing
2. Right-click the email and then select the options **Junk > Never Block Sender's Domain**
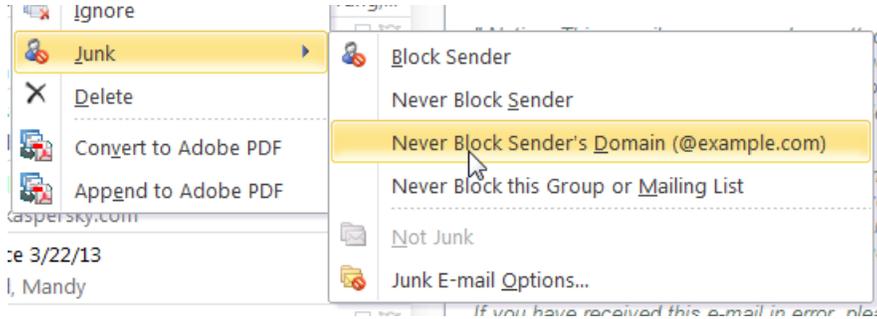
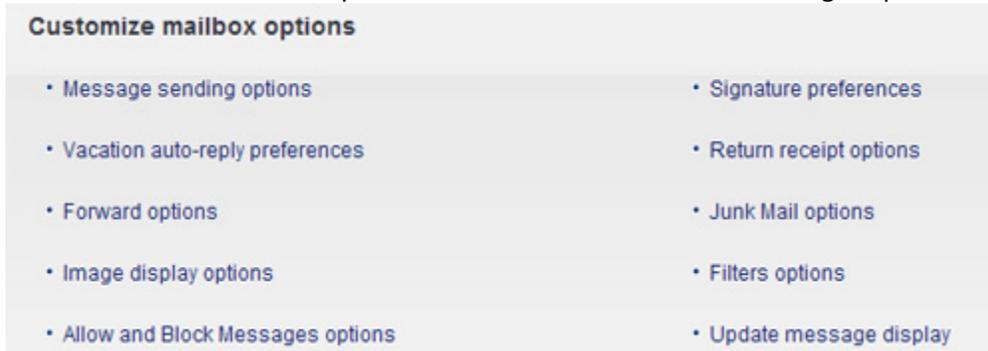**If you have not received any email from ECA Marketing:**

1. In Outlook 2007 go to **Tools > Options**, then on the **Preferences** tab, under **E-mail** click **Junk E-mail**
   In Outlook 2010 from the **Home** tab in the **Delete** section, click the drop-down for **Junk** and then select **Junk E-mail Options**
2. View the **Safe Senders** tab, and click **Add**, type in **@ecamarketing.com** then click **OK**
3. It is also recommended that the box **Also trust e-mail from my Contacts** is selected. Click **OK**

RoadRunner

1. Login to your email account at https://webmail.roadrunner.com
2. Click the **Settings** button
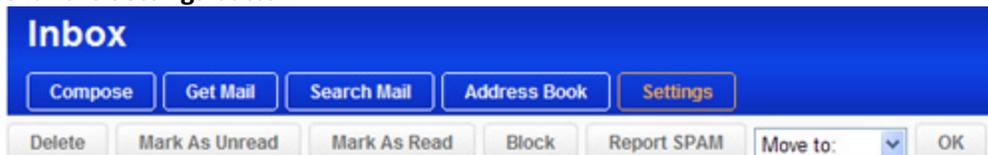
3. Under "Customize mailbox options" click the "Allow and Block Messages options" link

4. In the "Allowed Senders and Domains" type in:
   ecamarketing.com

5. Then click **OK** at the bottom of the page

Verizon

1. Go to your Verizon Inbox
2. Click **Options**
3. Select the "Block Senders" tab (near the top of the screen)
4. On this screen you'll see both a "Block Sender List" and a "Safe List." For Safe List under where it says "Enter e-mail address or sub domain to always accept even if the domain is blocked," enter "@ecamarketing.com"

Yahoo!

Yahoo doesn't have a safe-sender list but there are a couple things you can do to make sure you receive emails from senders at ECA Marketing.

1. Check your Spam folder and Spam settings.
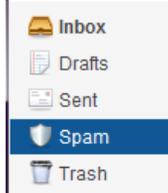
   a. Check how frequently emails in your Spam are deleted. Click the **Options** menu in the upper-left corner, and select **Mail Options** from the pull-down list.

   b. Under "Spam Protection" check the frequency selected for "Empty Spam folder".
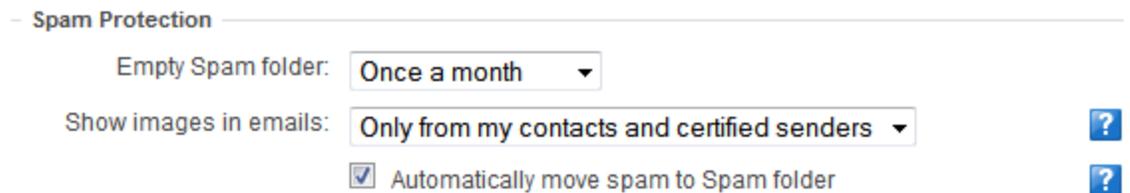
2. Check your blocked senders list. Emails from blocked senders will neither arrive nor bounce, but will simply be discarded without ever reaching you.

   a. Click the **Options** menu in the upper-left corner, and select **Mail Options** from the pull-down list.

   b. On the left menu under "Advanced Options," click **Blocked Addresses**. Here you'll see a list of any addresses you have blocked.

3. Check your Filters: Check that you haven't created any auto-sort filters for emails coming to you from ECA.

   a. Click the **Options** menu in the upper-left corner, and select **Mail Options** from the pull-down list.

   b. On the left menu under "Advanced Options," click **Filters**. Here you'll see a list of any filters you are using to auto-sort incoming email.