

AOL WHITE LIST INSTRUCTIONS

A white list is a list of e-mail addresses or domains that you want to receive e-mails from. By adding an address or domain to your white list, you are telling the e-mail system not to filter e-mail from that address or domain. Follow the instructions below to add us to your white list, to ensure that you receive our e-mail after you subscribe.

New Subscribers

You will need to add our "From" domain, **@crilv.com**, to your AOL address book:

1. Click the *Mail* menu and select *Address Book*.
2. Wait for the "Address Book" window to pop up, then click the *Add* button.
3. Wait for the "Address Card for New Contact" window to load.
4. Once loaded, cut and paste **@crilv.com** into the "Other E-Mail" field.
5. Make our *From* address the "Primary E-Mail" address by checking the associated check box.
6. Click the *Save* button.

Existing Subscribers

If you are already a subscriber but our e-mail isn't getting through, our e-mail may be in your AOL *Spam Folder*. Please use your web mail to check your *Spam Folder*. If our e-mail is in your AOL *Spam Folder*, open our e-mail and click the *This Is Not Spam* button. Lastly, please add **@crilv.com** onto your Address Book as outlined in our *New Subscribers* info above.



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YAHOO WHITE LIST INSTRUCTIONS

A white list is a list of e-mail addresses or domains that you want to receive e-mails from. By adding an address or domain to your white list, you are telling the e-mail system not to filter e-mail from that address or domain. Follow the instructions below to add us to your white list, to ensure that you receive our e-mail after you subscribe.

New Subscribers

You will need to set up a filter to redirect our e-mail into your inbox:

1. Open your mailbox and click on *Mail Options* (upper right hand corner).
2. Select *Filters* (bottom left corner).
3. Click the *Add* link on the *Filters* page.
4. Update the "From" header: rule with the following 2 pieces of information: "contains" and **@crilv.com**. This essentially allows the mail server to identify our e-mail based on the e-mail From address.
5. Click the *Choose Folder* pull down menu and select inbox.
6. Select the *Add Filter* button.

Existing Subscribers

If you are already a subscriber but our e-mail isn't getting through, check if the e-mail is in your *Yahoo Bulk Folder*. If our e-mail is there, open our e-mail and click the *Not Spam* button. Next, check to see if the e-mail's e-mail address is in your "*Blocked Addresses*" list. If you see **@crilv.com** on this list, select it and click the *Remove Block* button. Lastly, if you have not done so, please set up a filter as outlined in our *New Subscribers* info above.



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HOTMAIL

WHITE LIST INSTRUCTIONS

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New Subscribers

You will need to add our *From* domain, @crilv.com, to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link (top of page).
3. Select the "Safe List" link (2nd from bottom).
4. Copy and paste **@crilv.com** into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.

Existing Subscribers

If you are already a subscriber but our e-mail isn't getting through, make sure that the e-mail is not being sent to your *Junk E-Mail Folder*. If our e-mail is there, open the e-mail and click the *Not Junk* button. Next, check to see if the email's e-mail address is in your *Blocked Senders* list. If you see **@crilv.com** on this list, select it and click the Remove button. Finally, if you have not done so, add **@crilv.com** into your *Safe List* as outlined in our *New Subscribers* info above.



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HOTMAIL

WHITE LIST INSTRUCTIONS

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New Subscribers

You will need to add our *From* domain, @crilv.com, to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click "More options..." at the bottom of the menu.
3. Click "Safe and blocked sender"
4. Copy and paste **@crilv.com** into the dialog box titled "Sender or domain to mark safe".
5. Click the "Add to list >>" button next to the dialog box.

Existing Subscribers

If you are already a subscriber but our e-mail isn't getting through, make sure that the e-mail is not being sent to your *Junk E-Mail Folder*. If our e-mail is there, open the e-mail and click the *Not Junk* button. Next, check to see if the email's e-mail address is in your *Blocked Senders* list. If you see **@crilv.com** on this list, select it and click the Remove button. Finally, if you have not done so, add **@crilv.com** into your *Safe List* as outlined in our *New Subscribers* info above.



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GMAIL

WHITE LIST INSTRUCTIONS

A white list is a list of e-mail addresses or domains that you want to receive e-mails from. By adding an address or domain to your white list, you are telling the e-mail system not to filter e-mail from that address or domain. Follow the instructions below to add us to your white list, to ensure that you receive our e-mail after you subscribe.

New Subscribers

You will need to add a filter for our *From* domain, **@crilv.com**:

1. Click Create a *filter*.
2. In the "Has the words:" field, enter **@crilv.com**.
3. Press the "Next Step" button.
4. Check the "Star It" box.
5. Press the "Create Filter" button.

Existing Subscribers

If you are already a subscriber but our e-mail isn't getting through, make sure that the e-mail has not been mistakenly marked as *Spam*: 1. Click *Spam* along the left side of any Gmail page. 2. Check mark the box next to our e-mail. 3. Click *Not Spam* button along the top.



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MOZILLA THUNDERBIRD WHITE LIST INSTRUCTIONS

A white list is a list of e-mail addresses or domains that you want to receive e-mails from. By adding an address or domain to your white list, you are telling the e-mail system not to filter e-mail from that address or domain. Follow the instructions below to add us to your white list, to ensure that you receive our e-mail after you subscribe.

New Subscribers

You will need to add our *From* domain, **@crilv.com**, to your Thunderbird Address Book and configure your Junk Mail Controls to white list your address book. Add our *From* address into your Personal Address Book:

1. Click the *Address Book* button.
2. Make sure the Personal Address Book is highlighted.
3. Click the *New Card* button. This will launch a *New Card* window that has 3 tabs: Contact, Address & Other.
4. Under the Contact tab, copy and paste our "*From*" address, **@crilv.com** into the E-mail dialog box.
5. Click OK.

White list your Personal Address Book:

1. From the main drop down menu, select "*Tools -> Junk Mail Controls...*"
2. This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter
3. Under the Settings tab, update the "*White Lists*" by selecting Personal Address Book from the pull-down menu and then check mark the box next to "*Do not mark messages as junk mail*".
4. Click OK.

Existing Subscribers

Initially, the automatic junk mail detection for incoming messages might not be very accurate and you should check your *Junk* folder to see our e-mail have been mistakenly detected as junk. To prevent this from happening in the future, you need to mark our e-mail as not junk. Do this by right-clicking on our e-mail and choose "*Mark -> As Not Junk*".



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NETSCAPE MAIL WHITE LIST INSTRUCTIONS

A white list is a list of e-mail addresses or domains that you want to receive e-mails from. By adding an address or domain to your white list, you are telling the e-mail system not to filter e-mail from that address or domain. Follow the instructions below to add us to your white list, to ensure that you receive our e-mail after you subscribe.

New Subscribers

Netscape Mail Web-Based E-mail has no filters and spam protection. Therefore, you can enjoy our e-mail without do anything further, because it will not be mistakenly filtered.



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OUTLOOK 2003

WHITE LIST INSTRUCTIONS

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New Subscribers

You will need to add our *From* address, @crilv.com, to your Safe Senders list:

1. On the Tools menu, click Options.
2. On the Preferences tab, click Junk E-mail.
3. On the Safe Senders tab, click Add.
4. In the Add address, copy and paste in our *From* domain, **@crilv.com**
Click OK.

Existing Subscribers

If the Junk E-mail Filter accidentally catches our e-mail, you can simply add our *From* domain, **@crilv.com**, to the *Safe Senders* list, and no future E-mail from us will be inspected by the filter. The instructions are outlined above in our *New Subscribers* info above.



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OTHER WHITE LIST INSTRUCTIONS

A white list is a list of e-mail addresses or domains that you want to receive e-mails from. By adding an address or domain to your white list, you are telling the e-mail system not to filter e-mail from that address or domain. Follow the instructions below to add us to your white list, to ensure that you receive our e-mail after you subscribe.

S T E P B Y S T E P

- AOL
- Yahoo
- Hotmail
- Gmail
- Mozilla Thunderbird
- Netscape
- Outlook 2003
- Others

If you use a Web mail system or e-mail application not listed above, the instructions for white listing our address will depend on the specific e-mail program you are using. If you access the help files, instruction manual or customer support, there should be instructions on how to do this. In most cases, just by adding our *From* domain, **@crilv.com**, to your address book, safe list, white list or contact list will be sufficient.

If our e-mail is not getting to your inbox, then we suggest checking your spam folder, bulk folder or junk folder. If you find our e-mail, then you will need to find a way to inform your mail application that it is not spam. Most likely the course of action is to select our e-mail and click on the *Not Spam* or *Not Junk* button, if available. For more information about your mail application, please visit the help section that is associated with your mail application.



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