

NewsBriefs Help – Adding the NewsBrief to your Whitelist

To ensure that you receive the NewsBrief in your inbox, you should whitelist the sending email address, essentially marking it as safe in your email client. This will also prevent the NewsBrief from automatically going to your Spam or “Junk” folder.

Each mail client has a different process for adding a sender to your safe list. Below is a list of common email clients with step-by-step instructions to whitelist the NewsBrief and ensure images display correctly.

Please note, if you have subscribed to a MultiBriefs publication using your work or school email address, you may need to request additional assistance from your IT department to add the NewsBrief to the organization’s whitelist.

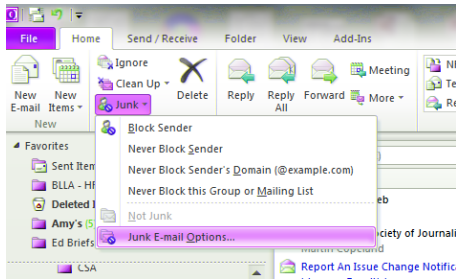
If you signed up to receive a MultiBriefs publication using a personal address and never got an issue, or delivery suddenly stopped, your Internet Service Provider may be filtering your email automatically. If you suspect that your ISP is filtering mail that you do want to receive, you should visit your ISP’s support web site and look for their SPAM policy. You may be able to:

1. Opt out of the filtering
2. Whitelist certain senders manually
3. Report a specific problem through a contact form.

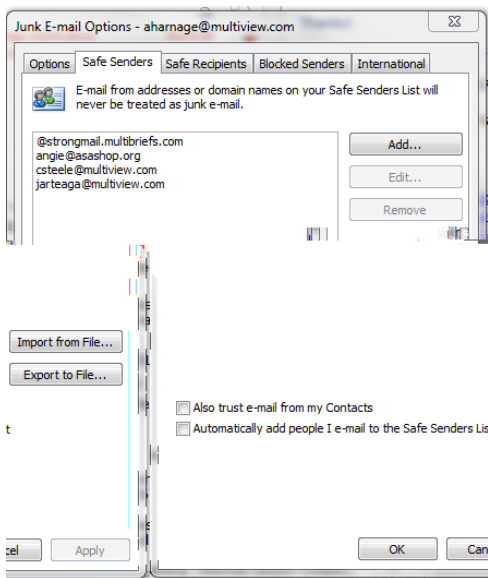
If you can’t find any of these options, contact your ISP via email or phone. Ask them if a server-side spam filter may be catching this wanted piece of mail, and request that the @strongmail.multiview.com domain be whitelisted.

Outlook 2010

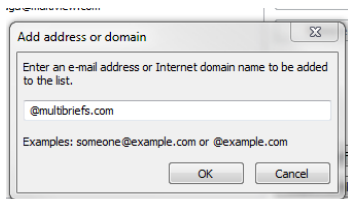
1. Click on the Home tab at the top of the screen.
2. Click on Junk, and select Junk E-mail Options.



3. Click on the Safe Senders tab, then click Add...

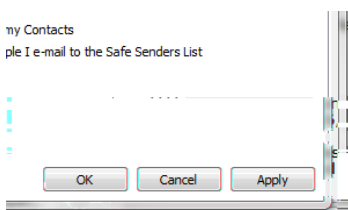


4. Type @multibriefs.com in the field, and select OK.



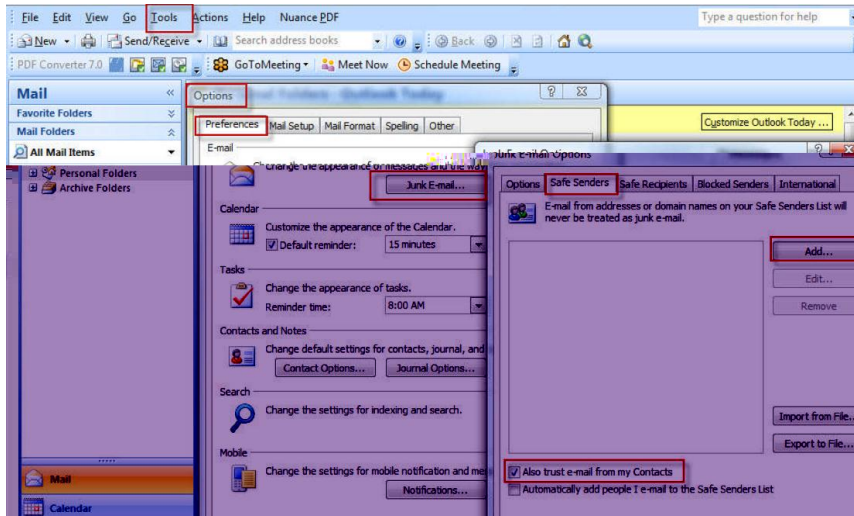
Click Add... again and type @strongmail.multiview.com. Select OK.

5. Click Apply, then click OK.



Outlook 2007 and Outlook 2003

1. In the menu bar, click Tools and select Options
2. Click Preferences
3. Click Junk E-mail
4. Click Safe Senders



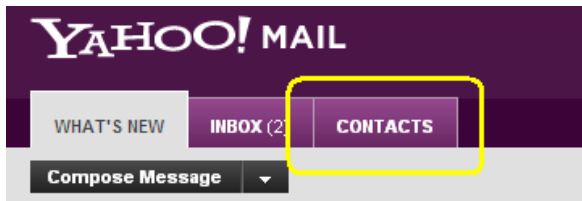
5. Click Add. Enter @multibriefs.com and click OK.
6. Click Add again, and enter @strongmail.multiview.com and click OK.
7. Click Apply, then click Ok

Yahoo

Yahoo will deliver mail to your inbox if it recognizes the sender's email as a contact.

To add a contact in Yahoo:

1. Click on the Contacts tab near the top of the screen



2. Click Add Contact

You have no contacts.



Start by adding some email addresses, and even birthdays

Add a New Contact

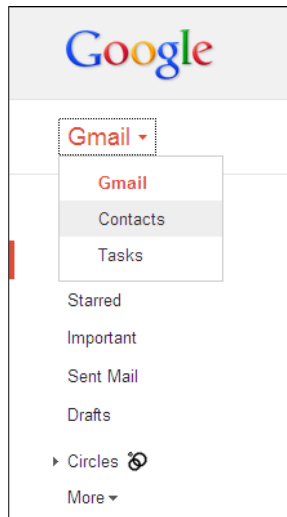
3. Enter a First and Last name for the Contact (i.e. NewsBrief)
4. Enter the NewsBrief's sending email address and click "Save"

Gmail

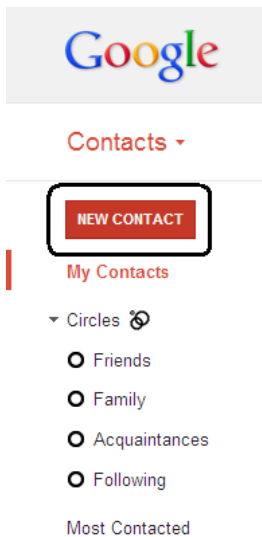
Gmail automatically delivers mail from a user's contacts list to their inbox.

To add a contact in Gmail:

1. Click the Contacts link in the left navigation panel



2. Click on New Contact



3. Enter the NewsBrief's sending email address and click Save Now

