

# Are Bosque School Emails Being Blocked or Filtered by Your Email Provider?

Increasingly, Internet Service Providers (ISPs) are using filtering systems to keep spam out of customer inboxes. But sometimes email you want to receive is filtered accidentally. In many cases you are not notified (and neither are we) that important emails were not delivered.

To make sure that our emails are not filtered into your “junk” or “bulk” folder, simply “whitelist” us, an easy process in which you add Bosque School to your list of trusted senders. Please follow these steps before your delivery is interrupted!

First Add [Admin@bosqueschool.org](mailto:Admin@bosqueschool.org) to you contact list. This often takes care of the problem as most email programs allow email from those listed in your contact list. Also you might want to consider doing the following for your specific ISP.

Find your ISP from the list below and follow the instructions to make sure your email gets through. If you're having problems receiving our electronic communication at work, your employer may have to whitelist email from Bosque School. If you have any questions, please contact Kim or Germain at 898-6388.

## For AOL version 9.0 or higher

If you're using AOL, you can ensure that our emails are delivered to your inbox by setting your mail controls. Here's how:

- Click on **Mail Center**
- Under **Mail Preferences** click **Customize Your Email** and click **Next**
- Under Essentials click on **Spam Controls** and click **Next**
- On the right panel, turn on **Mail Filtered by AOL's Advanced Spam Filter** (checkmark appears)
- Underneath, turn off **Mail with Clickable Hyperlinks** (URLS) and **Mail Containing Words and Phrases on my Custom Word List** (no checkmarks)
- On the left panel, make sure that **Block Mail Containing Pictures or Files** is turned off (no checkmark) — we often include images in our emails
- On the left panel select either:
  - **Option 1: Allow Mail from All Senders** (allows ALL email) or
  - **Option 2: Use a Custom Sender List** (allows selective email)
  - Note: Other options are too selective to allow email from us, and almost anyone else who might send you email

If you select **Option 1** above: **Allow Mail from All Senders**, you're done.

If you select **Option 2** above: **Use a Custom Sender list**, follow these instructions to add email from Bosque School.

- Click on the blue link: **Custom Sender List**
- Select the second option **Allow only the Domains and Senders Listed Below**
- In the space provided, enter **BosqueSchool.org** and click **Add**
- Click **Save** (on the Custom Sender List screen)
- Click **Save to Apply these Mail Controls** (on the mail and spam controls screen)
- Close any remaining open windows

## For AOL version 7.0 or 8.0

- Click on the **Mail Menu** in the menu bar
- Click on **Mail Controls**
- Click on **Next**
- Select **Customize Mail Controls for this Screen Name** and click **Next**
- Select Option 1 or 2 below:
  - **Option 1:** Select **Allow Email from All AOL Members, Email Addresses, and Domains** (allows ALL email) or
  - **Option 2:** Select **Allow Email from All AOL Members, and from the Listed Domains and Email Addresses. Block Email from All Others** (allows selective email)

If you select **Option 1** above: **Allow Mail from All Senders**, you're done.

If you select **Option 2** above: **Allow email from All AOL Members and from the Listed Domains and Email Addresses. Block email from All Others**, follow these instructions to add email from Bosque School.

- In the space provided, enter BosqueSchool.org and click **Add**
- Click **Next**
- Select **Allow this Screen Name to Send and Receive Mail with Pictures and Files**
- Click **Save** to apply these mail controls

## EarthLink

Earthlink users can whitelist Bosque School emails through TotalAccess MailBox (Windows) or with WebMail (Windows or Mac platforms). Here's how:

### Using TotalAccess Mailbox (Windows):

- Open **TotalAccess** and choose the **Mailbox**
- Click on the **Address** button
- From the **File** menu, choose **New Company (Domain)**
- In the space provided, enter BosqueSchool.org and click **Add**
- Click **Ok**
- From the **File** menu choose **New Contact**
- In the space provided, enter Bosque School as the name and admin@BosqueSchool.org as the email address. Then click **Add**
- Click **OK** to add our contact name information

*Also, please make sure that we are not in your Blocked Sender List!*

- Click the **Protection** button in the TotalAccess Task Panel, select **spamBlocker**, and choose **Settings**
- Click the **Edit Blocked Sender List** button
- Look through the list, and click on any address that is from Bosque School.com (particularly admin@BosqueSchool.org)
- Click the **Unblock Sender** button to unblock this address
- Repeat the steps above. (click on an **Address**, and then the **Unblock Sender** button) for any Bosque School addresses
- Click the **Apply Changes** button

### Using Web Mail (Macintosh or Windows Online):

- Sign in to **Web Mail**
- Click **Address Book**
- Click the **All Categories** pull-down menu and choose **Companies (Domains)**
- Click the **Add** button
- In the space provided, enter **BosqueSchool.org**
- Click **Allow This Company (Domain)** button
- Click the **All Categories** pull-down menu and choose **Contact**
- Click the **Add** button
- In the space provided, enter **Bosque School** as the name and admin@BosqueSchool.org as the email address: then click **Add**
- Click **Save** button

*Also, please make sure that we are not in your Blocked Sender List!*

- Click the **spamBlocker** in the left menu pane, below your Inbox and other mail folders
- In the list of tabs along the top part of the screen, click on **Settings**
- Click on **Blocked Sender List** (in the lower right part of the screen)
- Look through the list, and click on any address that is from Bosque School.com
- Click the **Unblock Sender** button to unblock this address
- Repeat the steps above (click on an **Address**, and then the **Unblock Sender** button) for any Bosque School addresses
- Click **Save** button (lower right part of screen)

## Yahoo!

You can instruct Yahoo to whitelist Bosque School emails. Here's how:

- Open your Yahoo mailbox
- Click **Options** (usually upper right corner)
- Click **Filters** (middle column)
- Click **Add Filter**
- In the filter name box, type **Bosque School**
- 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, enter **admin@BosqueSchool.org**
- At the bottom, where it says **Move the Message to:** select **Inbox** from the pull-down menu
- Click the **Add Filter** button again

## Hotmail

If you are using Hotmail, you can ensure that Bosque School emails are delivered to your Inbox by adding our "From" address to your Safe List. Here's how:

- Click the **Options** link (upper right of screen)
- Click on the **Mail** link (left column)
- Click on **Junk Email Protection** (first link)
- Click on **Junk Email Filter** (first link)
- From the selection list, choose **Enhanced**, and then click **OK**
- Click on **Safe List**. (the fifth link down from top)
- In the space **Type an Address or Domain**, enter **BosqueSchool.org**
- Click the **Add** button

## McAfee Spamkiller

McAfee Spamkiller works along with Outlook, Outlook Express, Outlook 98, MSN/Hotmail, and POP3 accounts. To make sure Bosque School emails passes through, you need to add us to your Personal Friends list, or Global Friends List. Here's how:

- Click the **Friends** tab
- Click **Email Address** or **Domains** tabs as indicated below to add us to your list
- Click **Email Address** tab
- Click the **Down Arrow** to view your **Personal Friends List**
- Choose **Add a Friend** (right side)
- In the address box, enter: admin@BosqueSchool.org and name it Bosque School and choose **Single Email Address** as the type. Then, click **Add**
- Click on the **Domains** tab
- In the Address box, enter **BosqueSchool.org**, and name it **Bosque School Domain**. Choose **all users at domain** as the type, and click **Add**
- Click **Save**

## MSN

If you are using MSN, you can ensure that Bosque School emails are delivered to your Inbox by adding our "From" addresses to your Safe List. Here's how:

- Click **Help & Settings**
- Click **Email Settings**
- Click on **Safe List**
- In the space provided **Add an Item to this List**, enter **BosqueSchool.org**
- Click the **Add** button
- In the space **Type a Single Email Address (or Domain)**, enter admin@BosqueSchool.org
- Click **Add**

## NetZero

If you're using NetZero, you can ensure that Bosque School emails are delivered to your Inbox by setting your Junk Mail Filtering Preferences. Here's how:

- Log in to your NetZero Web Mail account
- Click on **Options** (along the second row down, next to address book)
- Click on **Safe List** (in far right column, the third option down under Filtering)
- In the space provided, **Add Address to Safe List**, enter admin@BosqueSchool.org, and then click **Add**
- Click the **Save** button (bottom right of screen) to apply these mail options

## Norton AntiSpam

AntiSpam works along with Outlook, Outlook Express, Netscape and Yahoo (POP3), MSN/Hotmail to block many kinds of emails before they arrive in your inbox. To make sure Bosque School emails pass through, you need to add us to your Personal Friends list, or Global Friends List. Here's how:

- Start up Norton AntiSpam, Click the **Status & Settings** tab
- Click **AntiSpam** (middle of the screen)
- Click Yellow **Configure** Button (bottom right of screen)
- Click **Allowed List** tab (the 2nd Tab on the list of tabs)
- Click the **Add** button (lower left)

- In the **Email Address** box, enter admin@BosqueSchool.org (Use **Bosque School** in the **Name** field)
- Click **OK** (bottom of screen)

## Others

Many popular email programs do not provide a convenient way for you to whitelist the folks you want to receive email from. If you aren't getting Bosque School emails or want to make sure you continue to receive your email in the future, you can do something about it.

### **Further Instructions to Make Sure You Get Your Email**

Contact the customer service representatives or the postmaster at the company that provides your email or Internet connection (your ISP). Explain to them that you want to receive Bosque School emails. Ask them if they can whitelist Bosque School. They'll probably ask you for some information about us. Here's what to tell them:

**Sending Address:** If they ask for our address, tell them admin@BosqueSchool.org

**Domain:** If they need to know the domain, tell them **BosqueSchool.org**

**Above all, the most important (and simple) thing you can do** is to add the above domain and sending address to your email's address book!