Communication tips: finding the missing "mail"

Some folks have been having some issues with the weekly email blast from OUUC, and even receiving other emails from OUUC about other issues.
Below are some tips you might find helpful.

A. Overview/background:
1. If you put it on your email **whitelist**, then the spam filter won't block it. Each email source/platform has **a way to filter or black/whitelist specific files**. The trick is to find out where that is on your program. (more explanation below) Blacklist is negative (things you don't want), Whitelist is positive (things you do want)
2. Also spam filters (such as Norton or McAfee) also have filters. As you can imagine, these are good things. But, they do sometimes cause problems.
A. The official email address for the e-blast and other emails is
Olympia_Unitarian_Universalist_C@mail.vresp.com
1. **So, that is the address that might be blocked by various filters.** You want to check for that, and also add this to your whitelist (I will explain below how to do this)
2. If you do not get the e-blast one week, you can always go to this web page on the OUUC website to get it. Darlene puts it up every week at the same time the e-blast goes out: http://ouuc.org/who-we-are/publications/this-week/
3. Scroll down and find the date of the e-blast you want.

B. To locate what parameters there are around your email, you need to go to where these SETTINGS or PREFERENCES are.

- **If Comcast is your main source of the Internet, there are two things to try:**
1. Log into your on line version of Comcast for your email address (usually xfinity)
2. At the top of the list of your emails, there is a PREFERENCE section. Click on that.
3. Within the preference section, one of the choices is EMAIL. Click on that. (might be this: https://pf.connect.comcast.net/OptimusUIPref/email.html)
4. **Within the email section is a long list of possible email actions. Three will be possibilities to consider:**

+++ Email safe list: this would be where you put the email address of the item you DO NOT want blocked
Spam filtering: filters out spam, or lets you set your spam to be filtered
Email filters: you can set up things to filter.
The main one is the first one. Try that and see what happens.
Whitelist anything you aren't getting, because the filter program might think it is spam and screen it out.
Check the Blacklist or filter and look for the title.
Add the address to the whitelist.

C. Check your spam filter program and looks for filters, preferences, whitelist, blacklist or spam filters. Add the address for the e-blast newsletter to the whitelist files. This might be McAfee or Norton, or something else.

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D. Google has recently changed how they set you up with your Gmail account. If you go to the help section and ask a question, you might find tips or a list of steps to check your email settings.

Google keeps changing things, and it looks like with the free version you might not be able to 'whitelist' something you want to receive. I will explore this more. It has just been changed.

Go ahead and check the program you use to scan your files and see if you can "Whitelist" an email you want to receive.

E. If you have a different program, these guidelines are similar. The major issues seem to be with Comcast and gmail.

Let me know how it goes. Or if you have further problems or questions. Remember, these programs are trying to protect you from spam and virus's so it's a good thing (but challenging)

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