

ARNOVA asked our IT consultant why our domain emails might get sent to spam folders for some members, after several members reported not seeing emails from us. Our IT consultant suggested that some institutions' spam filters may be flagging our emails as "bulk email." To help counter this, they have provided instructions that might be useful to prevent missing emails from ARNOVA:

1. Search for ARNOVA emails in your Junk/Spam folder. Right click the email and select "not junk" (depending on the firewall, you might have to do this a couple of times).
2. Whitelist ARNOVA's email addresses. This simply means adding our email address to your contact list or safe sender's list, which will tell your email client not to automatically send messages from ARNOVA to the spam folder. This requires different instructions for each email provider:

Outlook

- Click the gear icon in Outlook and select "View all Outlook settings."
- Select "Mail" from the settings menu.
- Choose "Junk email" from the submenu.
- Click "Add" under "Safe senders and domains."
- Enter the email address that you want whitelisted.
- Choose "Save."

Gmail

- Click the gear icon in Gmail and select "See all settings" from the Quick settings menu.
- Navigate to "Filters and Blocked Addresses" in the top menu.
- Select "Create a new filter."
- Add a specific email or a whole domain in the "From" field.
- Click "Create filter."
- Check "Never send it to Spam" in the checkbox.
- Click "Create filter."