SAFELISTING

Trying to insure reliable email delivery.

During a legal action we are very likely to exchange a lot of information - not by the post office, not by a fax machine, and certainly not by driving a 3000 pound vehicle for 10 miles to carry 10 ounces worth of paper. We do it by email.

The problem is that the amount of spam and malware traveling via email has caused some high security walls to be erected. So, many people have trouble sending and receiving the email they really want.

The purpose of this paper is to point out some ways around the various bottlenecks to reliably send and receive email —

1) Pick a service that is easier to deal with. Some services effectively have higher walls to block / impede email. We have noticed that some of the telco domains - e.g. attxx.com or bellxx.com plus cable - comcast.com along with Microsoft - hotmail.com outlook.com have built higher walls.

Other services like yahoo.com seem to be less restrictive, therefore easier to use. Gmail seems to be middle of the road, but they do sort and categorize and - read - your email. Most people quickly realize the email providers can read email the first time you receive a notice that your electric bill for $xxx.xx is due in five days. — This is the main reason for our secure portal. The info flows directly from you to us and vice versa. The email exchange is simply a notice that a new document exists in the portal. One last idea on this score is to setup a special email address for handling a litigation or other events - e.g. - mydivorce122022@yahoo.com for a divorce initiated this month. It increases privacy, reduces spam and snooping. We never sell client email addresses - but your email ID is half the credentials needed to log in to our server. So let us know if you change your email.

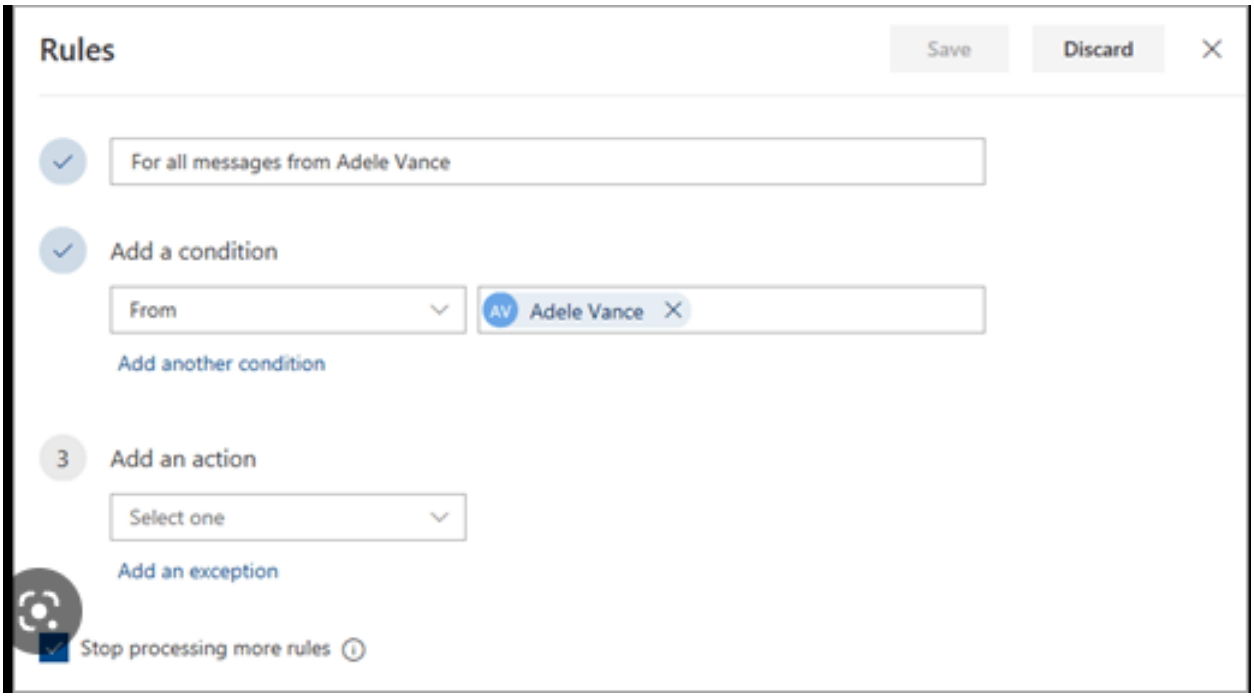
2) Send an email to whoever's email address you value enough to want to read it reliably. The email servers, even outlook.com and the like will recognize that if you initiate a conversation with someone, you probably want to see their response. So, for us, send a hello, how ya doin'

type note to: no-reply@vcita.com and/or services@theburdettelawfirm.com and/or newsletter@my-memphis-lawyer.com and/or news@my-memphis-attorney.com — any or all of those addresses will clear the way for us to reply, which we know to do as we assume you're paving the way to keep the channel open, and not blocked by a firewall. This method is a good practice to use anytime you initiate dealings with any person or firm.

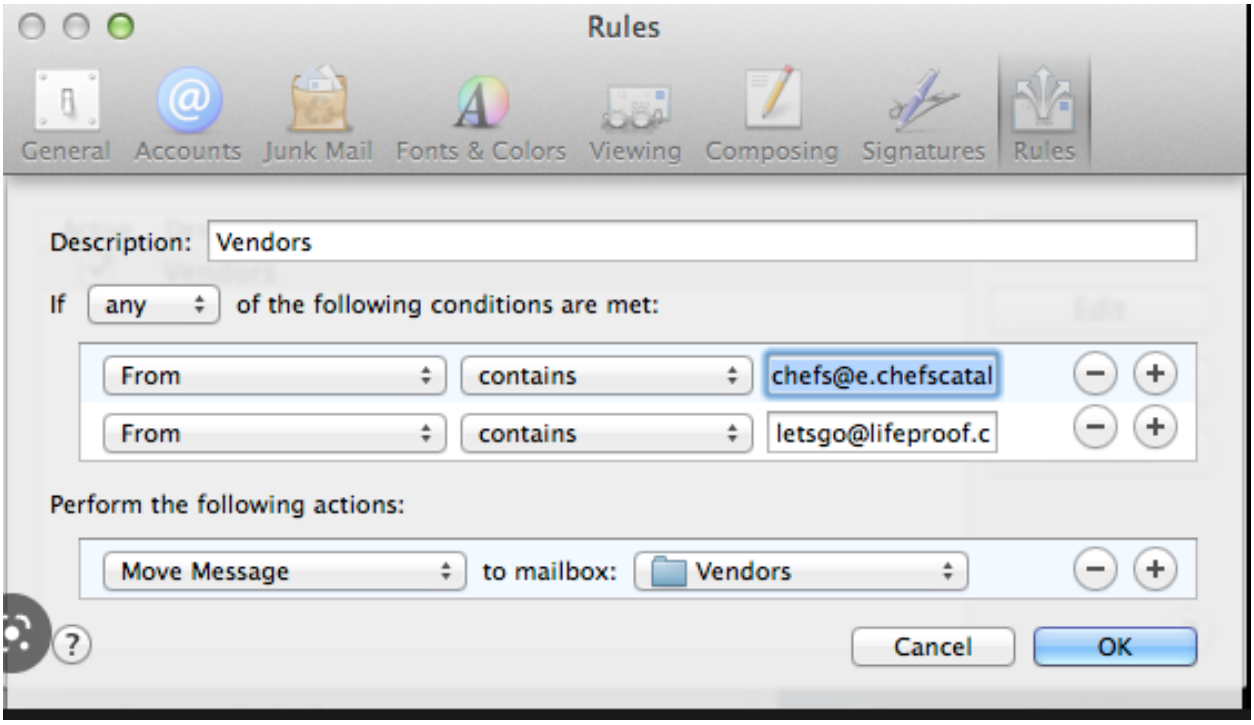
3) Your contacts list. You've run into this app on your phone or computer, you may have bunches of names on it. Add our names and emails, or any other new contact per the above to your contact list app. It's very simple and easy to do, and generally lets any built-in email app know that you really do want info from the given address.

4) Mail handling rules. If you are using the mail app that comes with your Windows PC / your iPhone or Mac / your Android or Chrome device you will have a menu item that lets you set rule for email — it generally involves a simple statement saying — computer, if you get email that has

(noreply@vcita.com - or whatever address) anywhere / from / somewhere in the header then move it to my inbox. Specifying - inbox - will usually place the incoming email front and center - hard to miss. Here's the Windows menu —

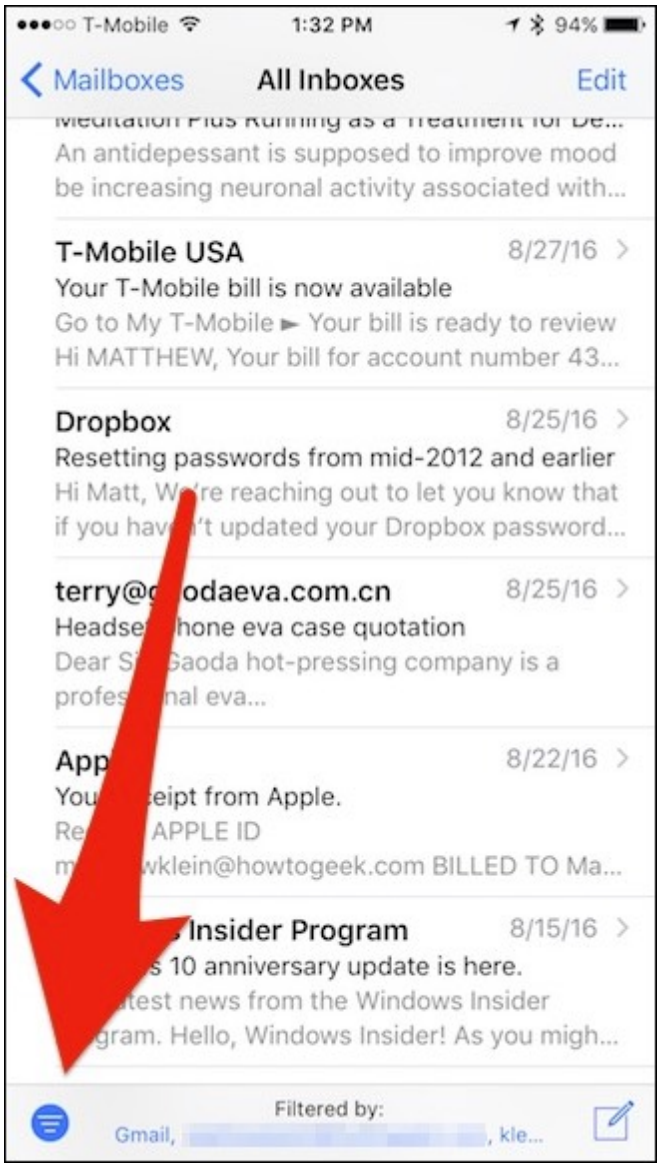


Fairly simple, add the condition of the from as either name or email address, then add the action - generally move to inbox. Then press save in the upper right. Done!

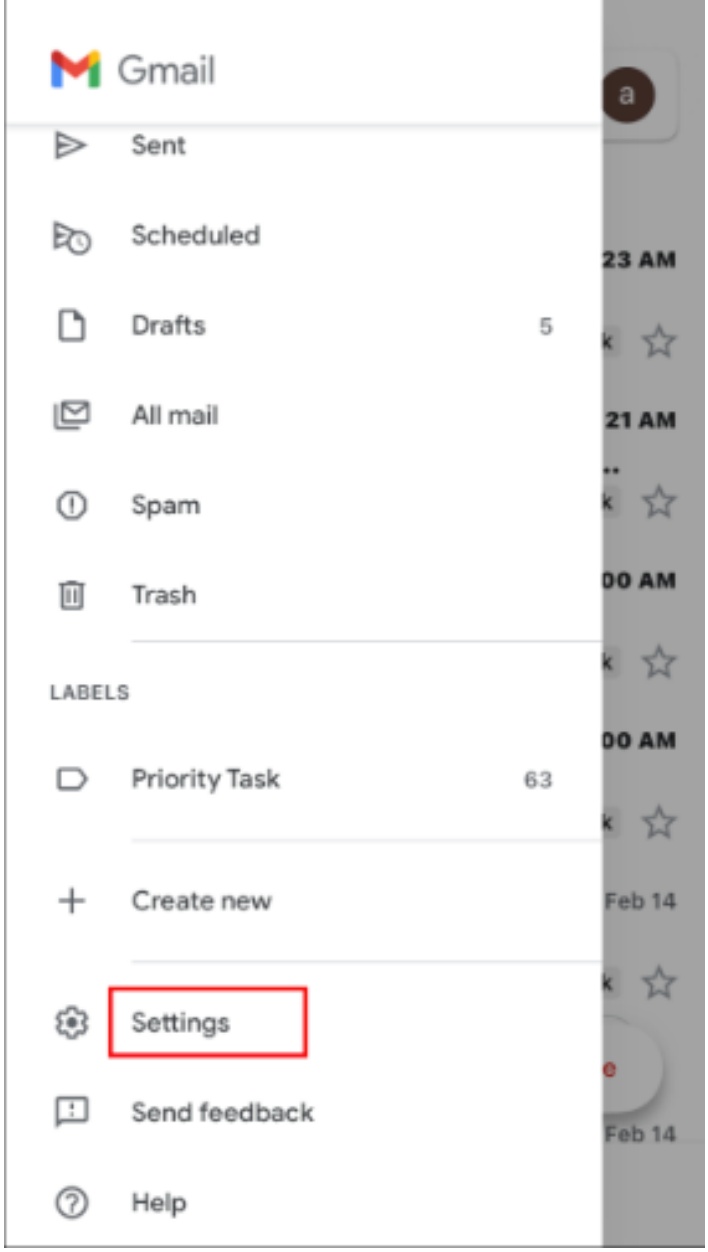


On a Mac it will be very similar, like above. An iPhone will not have the fancy graphics, but the menu items will be similar

The red arrow in the graphic above shows you where to find the filter settings on an iphone, from inside the email app.

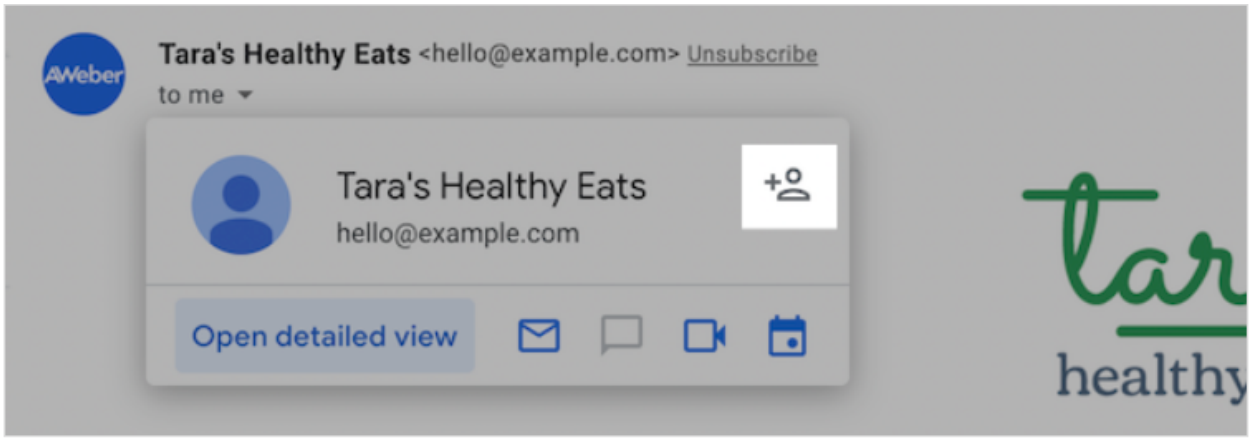


For Android phones and Chromebooks, you will be dealing with some version of Gmail. So the method for the phone is fairly similar to what you will do to change your settings in web based email using a Chrome browser. For example -



Gmail

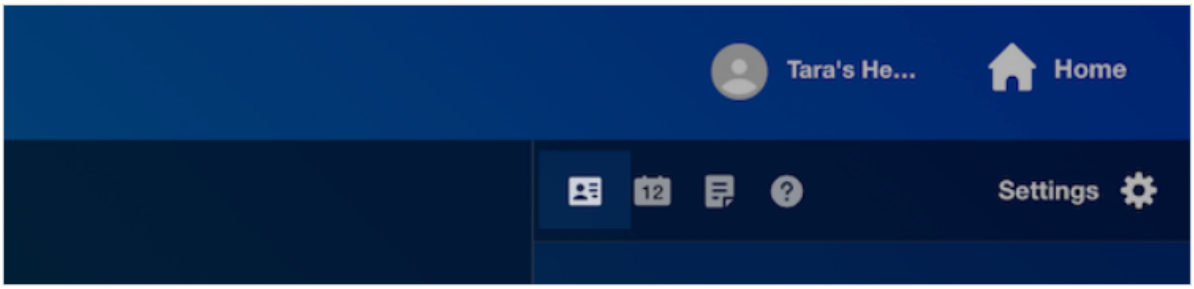
Log into your account and open up the email in your inbox. Hover over the sender's name and a window will pop up. Select the "Add to contacts" icon to save the sender to your Contacts list.



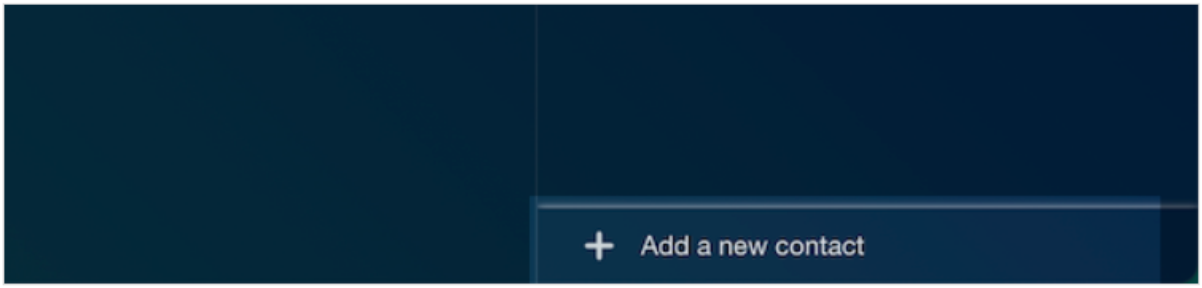
You can also safelist in Gmail before opening the email. To do so, hover over the sender's name next to the subject line in the inbox. Click "More" in the pop-up box. Select "Add to senders" to save to your Contacts list.

Yahoo!

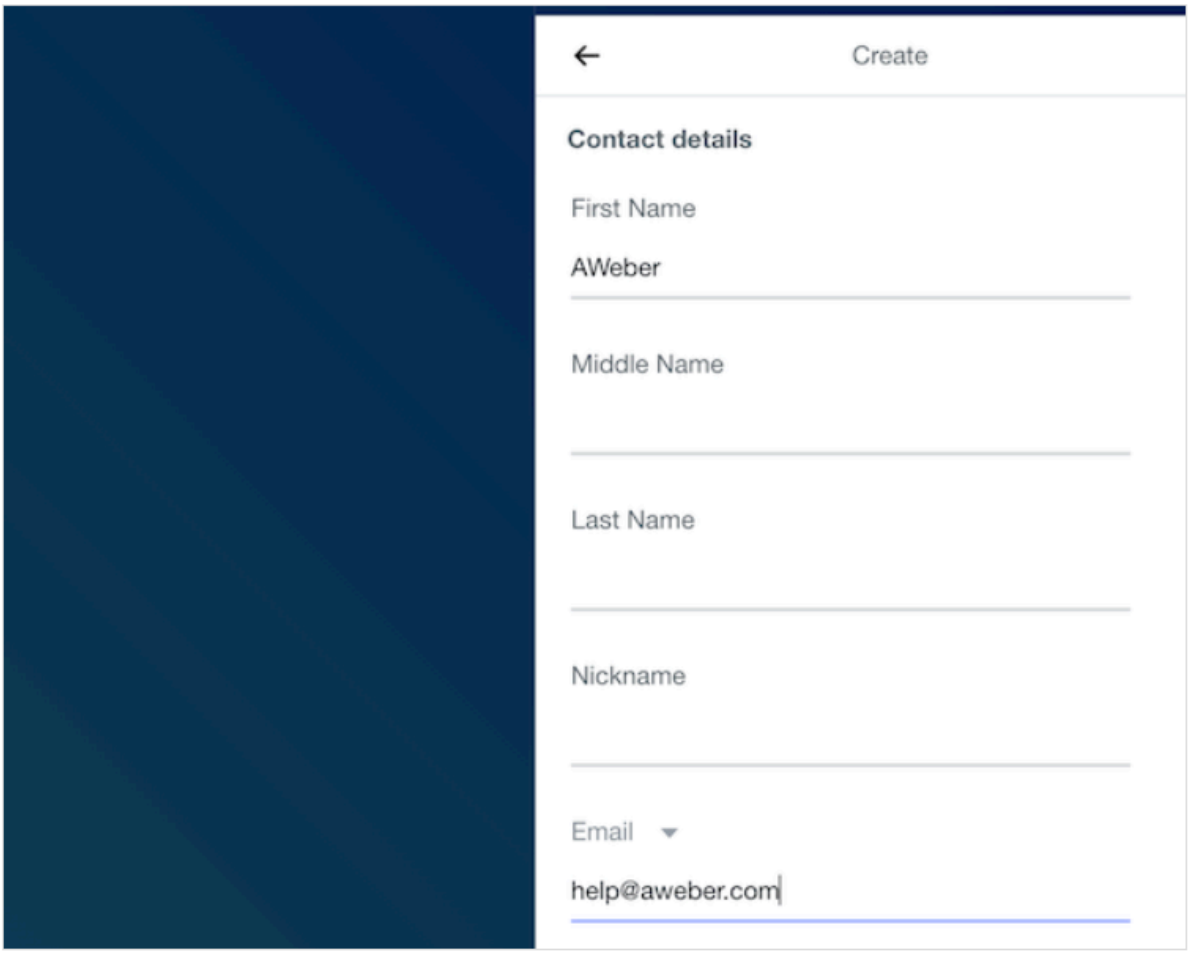
Log into your Yahoo! mail account and click the "Contacts" icon.



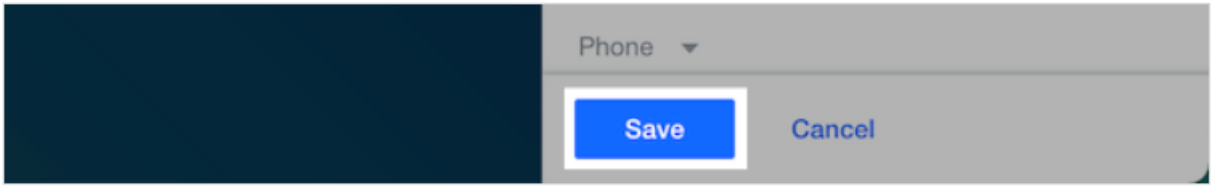
At the bottom of the contacts sidebar menu, click "Add a new contact."



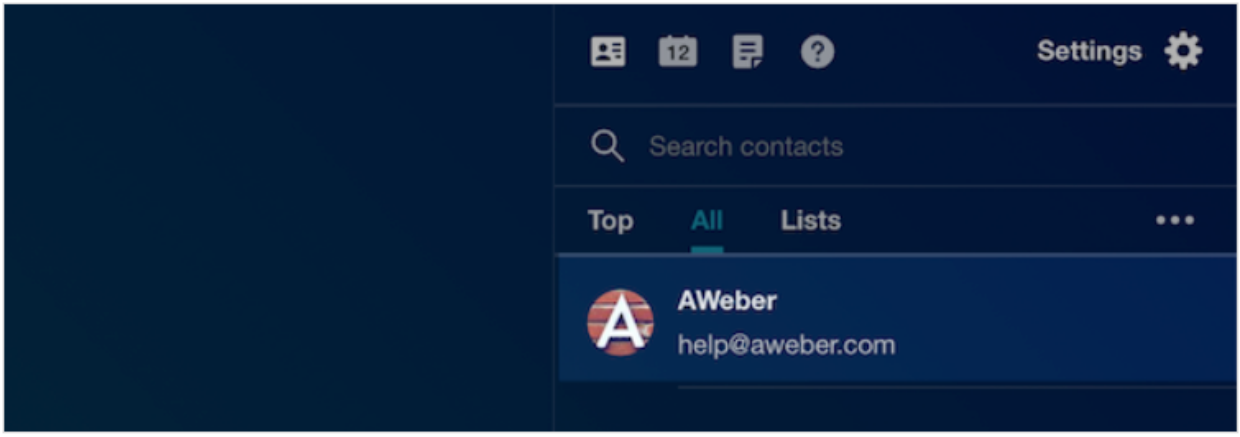
Enter a name for your new contact and enter the sender's email address in the "Email" text field. Add any additional information you would like.



Click "Save" at the bottom of the sidebar menu to save your new contact.



The contact will now appear under your contact list.

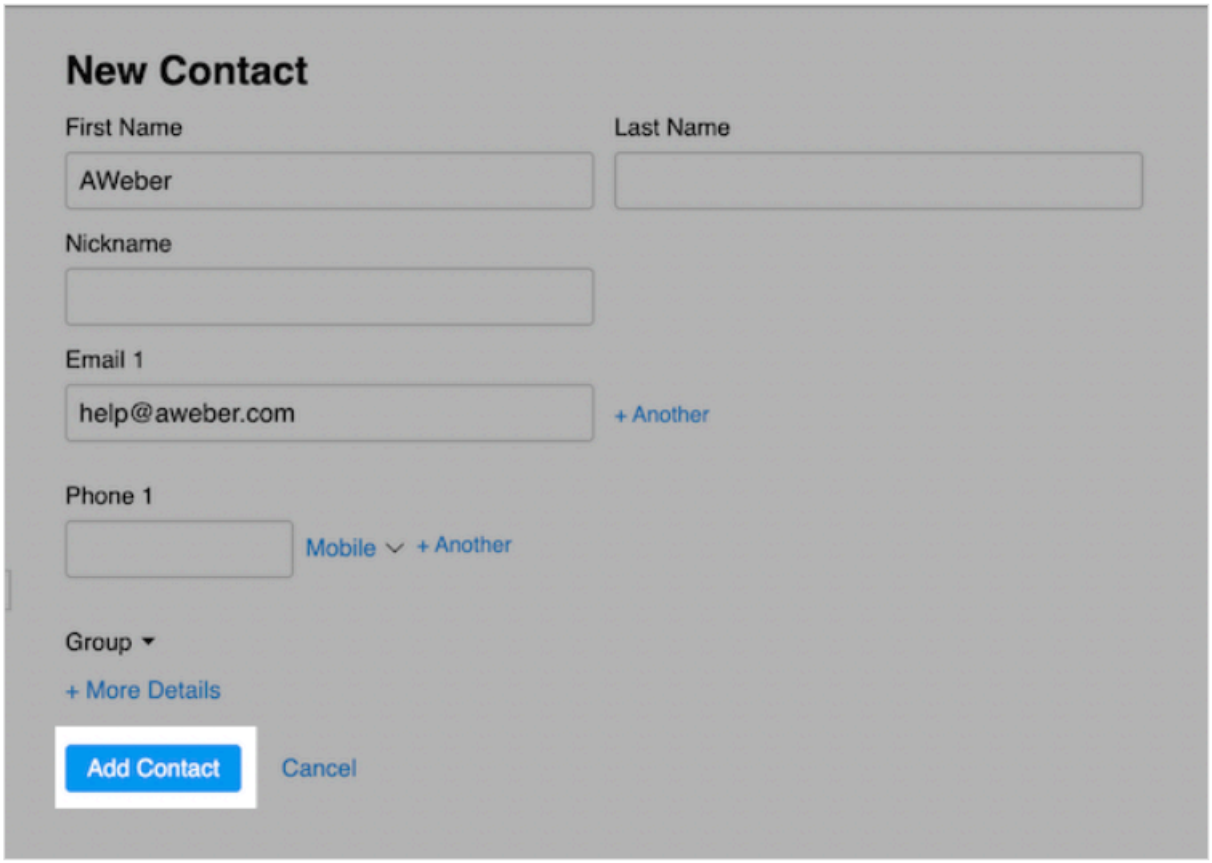


AOL

In the lower left hand corner of your account, click on the "Contacts" icon.

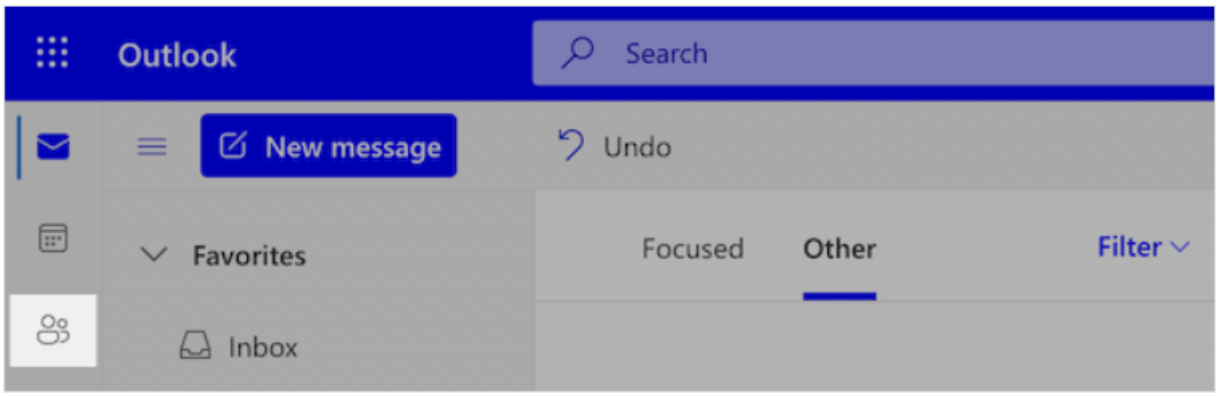
Click the "Add New Contact" button.

Enter the name and sender's email address, along with any other information you would like to include. Then, click "Add Contact" to save your new contact. Your new contact will then be displayed.

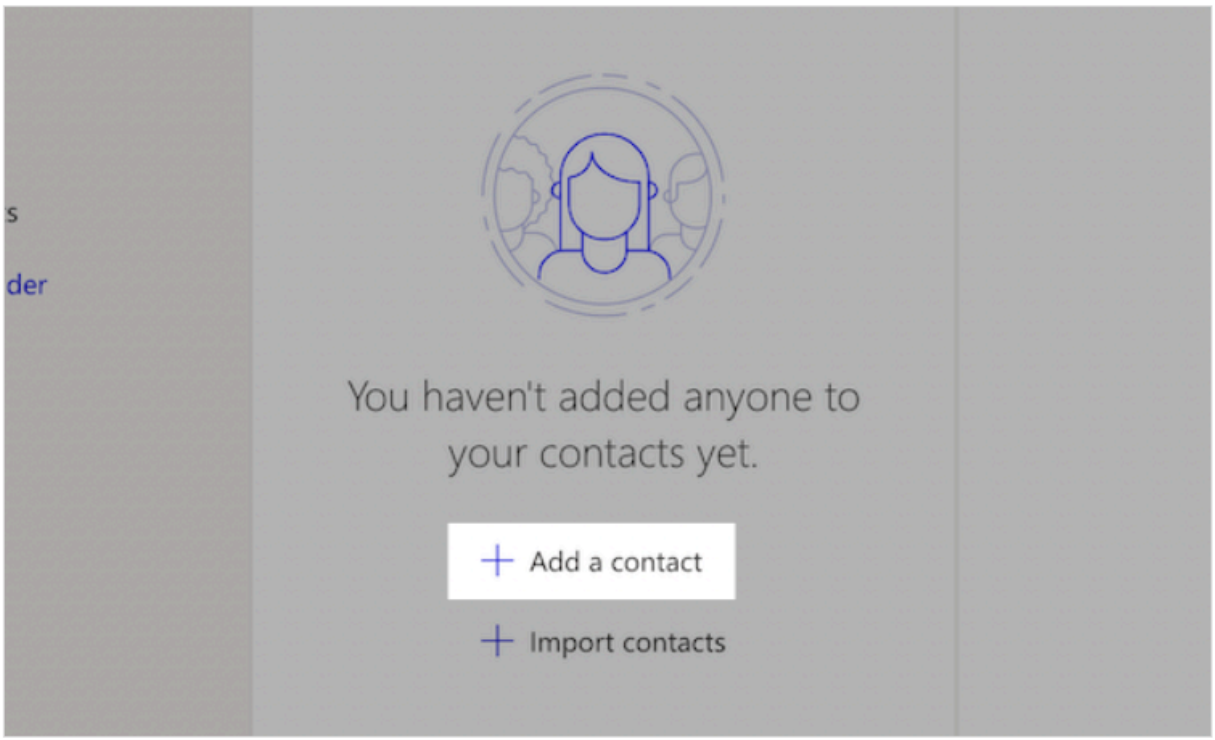


OUTLOOK

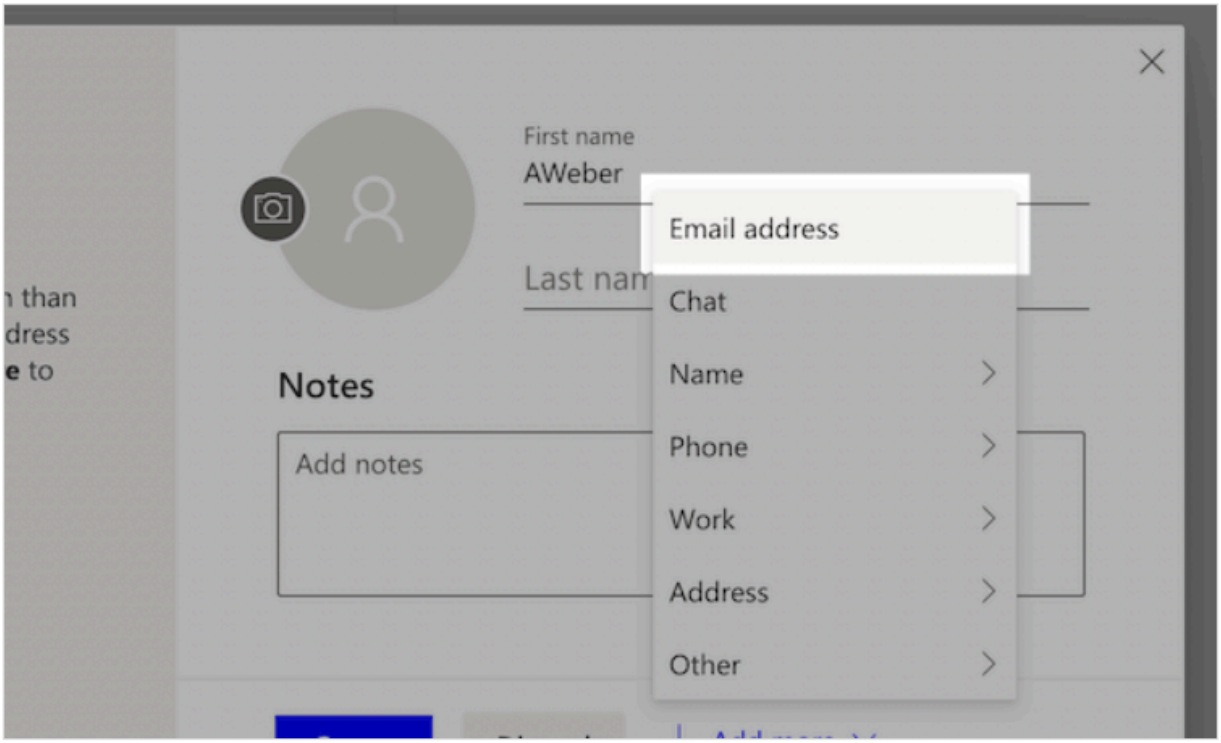
There are two options for safelisting a sender in Outlook. The first is adding a sender as a contact. Click the "People" icon.



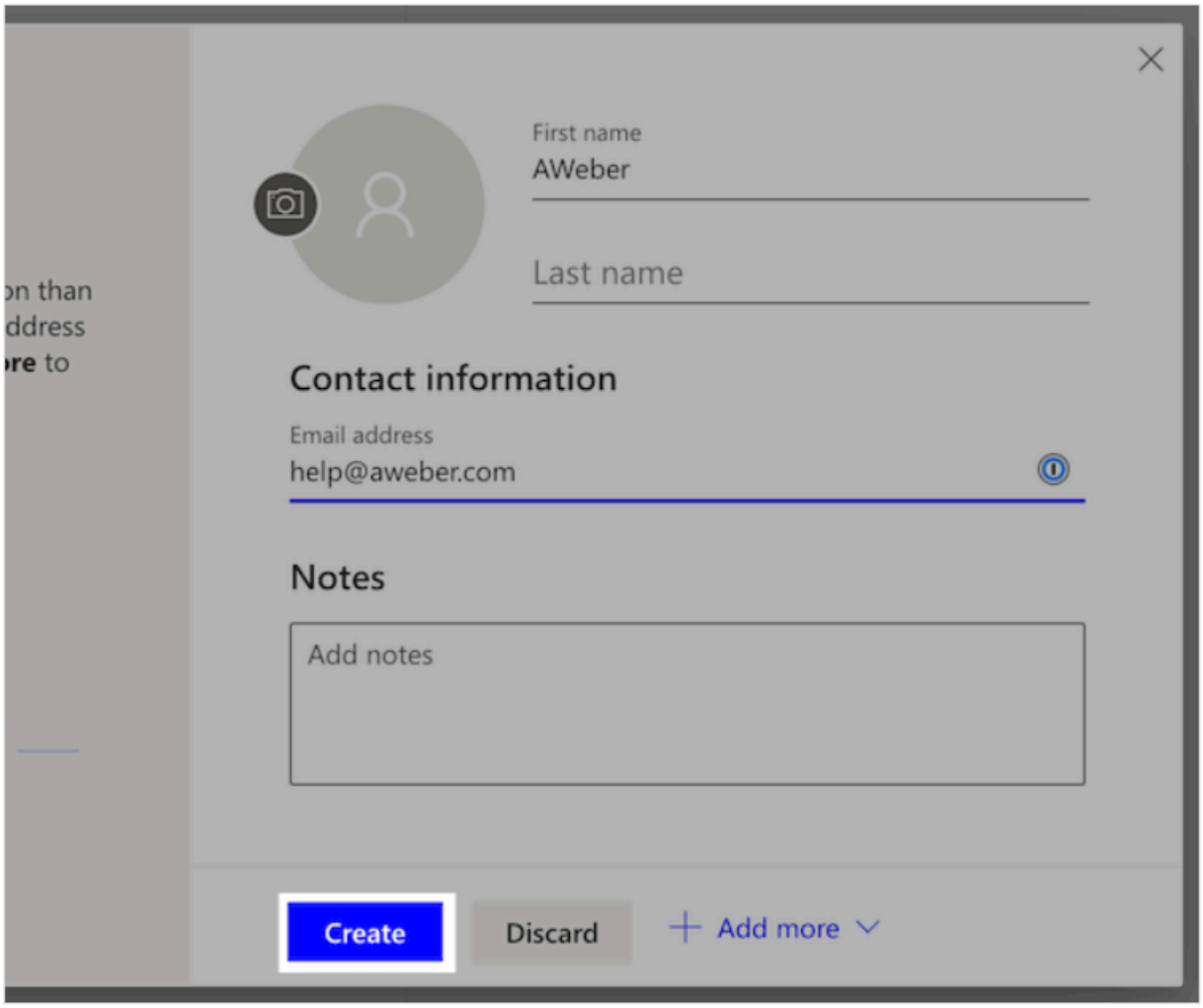
Click "Add a contact".



Enter the sender's name and email address by clicking the option to "Add more".



When the desired contact information is added, click "Create".

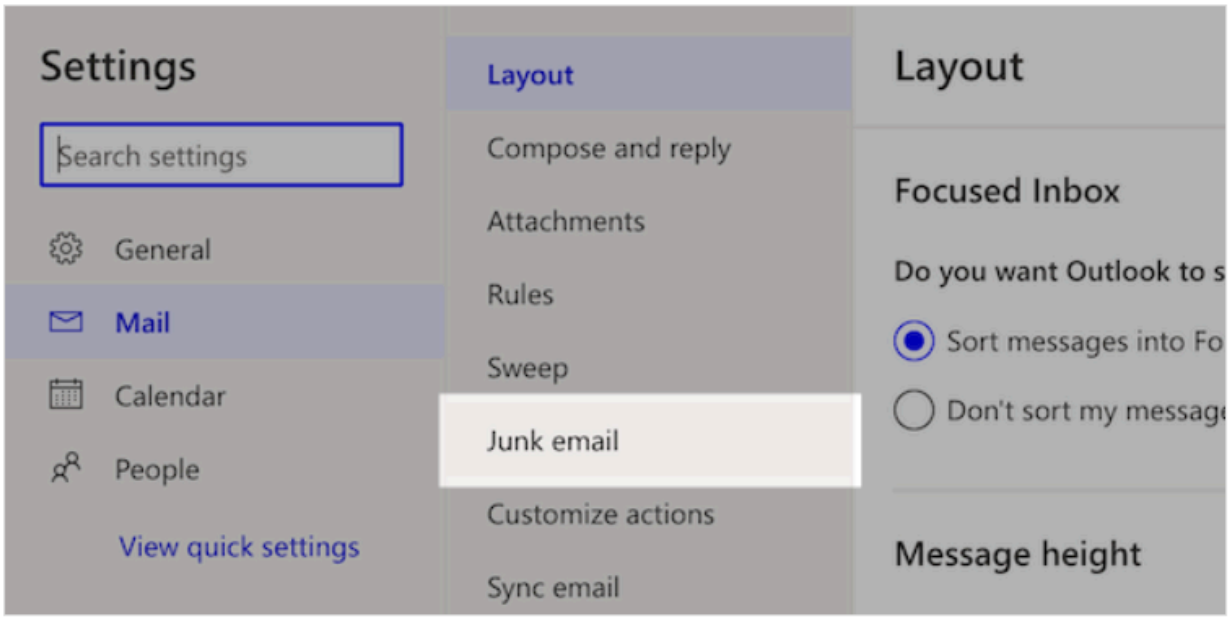


You will now be able to view your new contact.

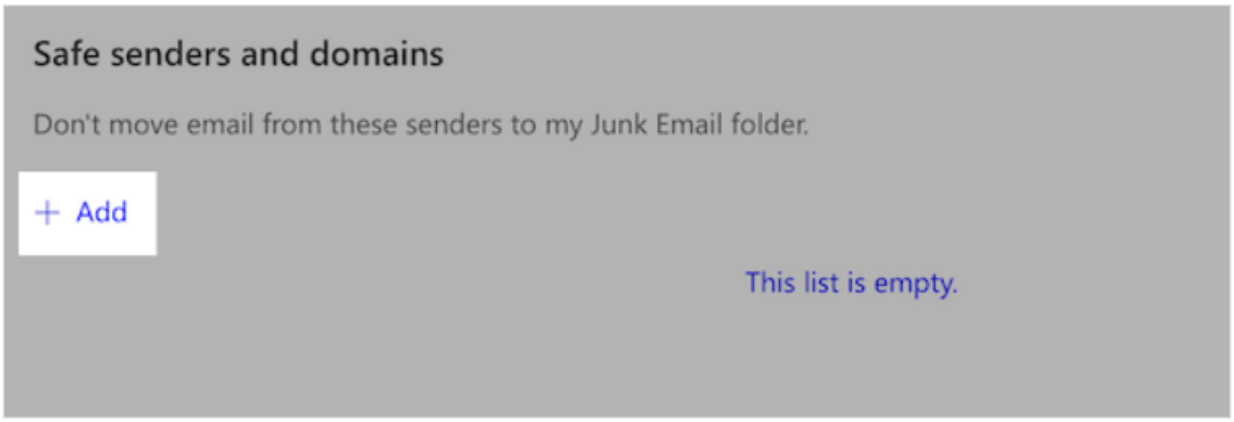
You can also utilize the Junk Email settings to safelist a sender. First, click the "Settings" icon.

At the bottom of the Settings menu, click "View all Outlook settings".

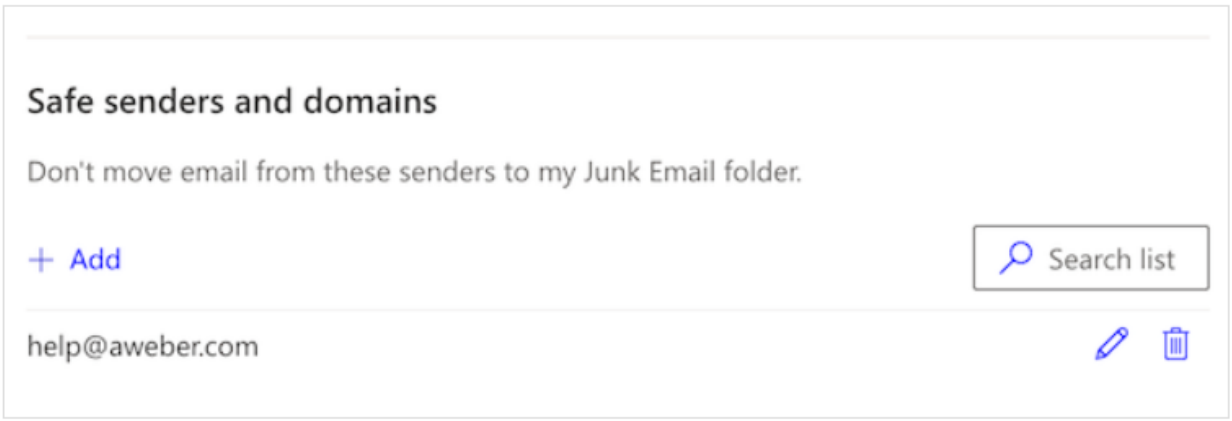
Click the "Junk email" tab.



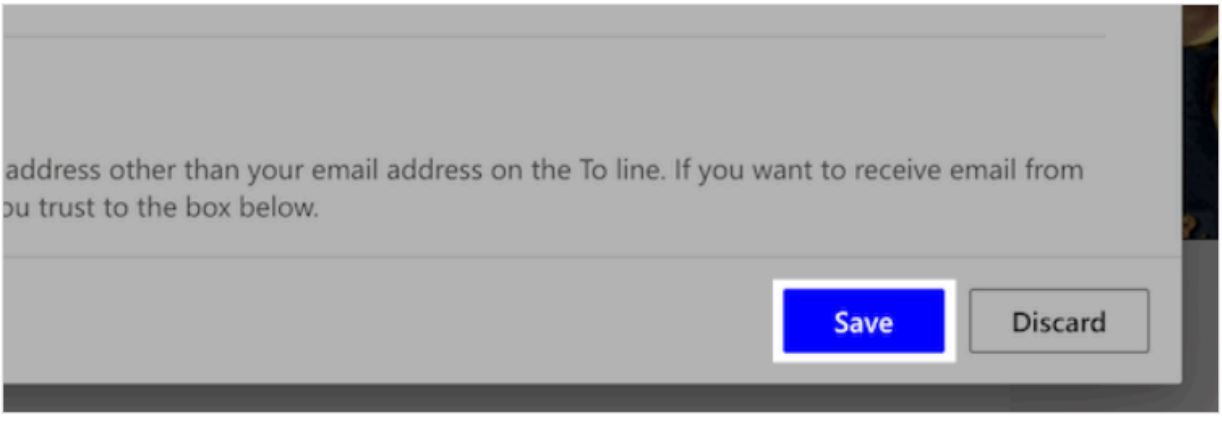
Under the Safe senders and domains section, click "Add".



Enter the sender's email address you would like to safelist and hit enter.



Last, click "Save," and the sender will now be safelisted in your Outlook inbox!



—- other public & private email providers —

Verizon

1. Open your email.
2. Click "Options".
3. Click "Block Senders".
4. Locate the "Safe List".
5. Enter your contact's domain.
6. Click "OK".

Comcast

1. Click "Address Book".
2. Click "New" and click "New Contact".
3. Add the sender's email address.
4. Click "Save".

Cox.net

1. Open your email.
2. Click "Preferences".
3. Under "General Email Preferences", click "Blocked Senders".
4. Type in the sender's email address in the "Exceptions List".
5. Click "Add".
6. Click "Save".

Road Runner

1. Click your "Junk Mail" folder.
2. Select the email that includes the email address you would like to add as a safe sender.
3. Click "Mark as Not Spam".

AT&T WebMail

1. Select "Options".
2. Select "Filters".
3. Click "Add Filter".
4. In the top row labeled From Header, select "contains" from the drop down menu.
5. Enter the sender's email address.
6. Move down to the bottom where there is the option "Move the message to". Select "Inbox" from the drop down menu.
7. Select the "Add Filter" button again.

EarthLink

1. Click "Add"
2. Enter your sender's domain i.e. example.com.
3. Click "Save".

Thunderbird

1. Check if your sender's email is in your "Junk" folder. Then, right click on the email and select "Mark As Not Junk".
2. Click "Address Book".
3. Make sure that the "Personal Address Book" is highlighted.
4. Click "New Card", the "New Card" window will display.
5. Under the "Contact" tab, copy your sender's "From" address and paste it into the email dialog box.
6. Click "Ok".

Windstream

1. Click the "Settings" tab.
2. Click "Messages".
3. Click "Allow and Block Messages".
4. Select "Advanced Block Senders".
5. In the "Allowed Senders and Domains" area, type the sender's email address you want to allow.
6. Click "Ok".

MSN

1. Select "Settings".
2. From the email settings screen, select "Junk E-mail Guard".
3. Select "Safe List".
4. Enter the sender's email address.
5. Select "Add".

Norton AntiSpam

1. Start Norton AntiSpam.
2. Select "Status & Settings" tab.
3. Select "Configure" button.
4. Select "Allowed List" tab.
5. Select "Add".
6. Enter the sender's email address.
7. Select "Ok".

McAfee

1. Click the "Allow/Deny" menu option in the Control Console.
2. Enter the sender's email address in the "Add Entrys" field in the "Allow List".
3. Click "Save".

Entourage

1. Open the email.
2. Right click the sender's email address.
3. Select "Add to Address Book".
4. Verify the sender's contact details.
5. Click "Save".

Mail.com

1. Open the email.

2. Click the "Plus" symbol on the sender's email address.
3. Add the first/last name of the sender.
4. Click "Ok".

GMX

1. Open the email.
2. Click the "Plus" symbol on the sender's email address.
3. Add the first/last name of the sender.
4. Click "Ok".

There are other email services. We think these are the main ones that our clients use. If yours is not on the list, we'll be happy to try to assist you in safelisting email from us. No guarantees - we do not want to be a community computer help desk.

We also keep various popular operating systems — Windows in various versions / Mac OS X / iOS / Android / Chrome / two distro's of Linux to try to duplicate and solve any problems you may be having with the email communications between us.

Another idea you should seriously consider is to establish a free web based email address. Use it for special purposes — mostly for receiving notices that something is available on a secure web site. In this way you will — not run afoul of your employer when they tighten up security on their servers, and begin to limit personal use by employees. You will also not open your personal email to lots of sales flyers and other sorts of junk email. We promise to never sell / rent / give your email or other person info to any third party - but many others are not so scrupulous on that score. Wading through a lot of junk email becomes very tiring, so consider opening one or more special purpose web browser based email accounts — yahoo, gmail, et cetera.

Remember that email providers use AI - smart machines to 'scrape' your personal data. So be very cautious about what sort of info you send. As we indicated above, we maintain our secure portal because we know you don't want Google to read your very personal and private information.

Another thought is to think twice before you depend heavily on an ISP domain for email. For example - you use Comcast for cable service. You can get a

comcast.net email account from them. Great — but what happens when you move to a place Comcast is not offered. Or, your phone company starts offering fiber optic cable which is faster / cheaper and more reliable than cable. You switch accounts — but — you lose access to your comcast.net account in the process.

All things to consider. Let us know if we can help. Send me an email to: matthew@theburdettelawfirm.com

Thanks,

Matt