Hotmail Accounts:

To see what has landed in your JUNK (spam) folder: https://www.connectnc.com/clients/knowledgebase/18/How-to-check-your-Hotmail-junk-mail-folder.html

To allow email that has gone into JUNK to go into your regular mail folder:

Prevent Hotmail From Spamming Email
To choose from which addresses Hotmail should never send email to spam, access the Safe senders list and type the email addresses into the list.

1   Click the settings gear icon at the top right of Outlook.com.
2   Click View all Outlook settings at the bottom of the pop-out menu.
3   Go to Mail > Junk email.
4   Type a sender's email address or domain into the text box in the Safe senders area.
    1   Note: To enter a domain so that no emails from that domain are ever marked as spam, type just the text portion (not the "@" sign). For example, you'd enter gmail.com to unblock all Gmail messages. *TO ALLOW UTL Emails to reach you (Step 4) - add just the domain* **utlowell495.org**
5   Click Add.
6   Click Save at the top of the page.

You can remove email addresses and domains from the safe senders list by selecting them and clicking the trash button. Doing this won't necessarily force emails from those senders to go to the spam folder, but will instead return them to a regular email status, where they might or might not go to spam, depending on how Outlook.com interprets the message.

Verizon Accounts:

Verizon's information on Spam Folders and Filters: https://www.verizon.com/cs/groups/public/documents/adacct/spam-management.pdf

How to add UTL495 email to your "safe sender" list from Verizon:
You can also add the sender to your Safe Senders List and all their messages will be delivered.
   ·   Click **Settings**,
   ·   **Email Settings**,
   ·   **Blocking** and finally
   ·   **Safe Senders**.
   ·   Type the email address of the sender you would like to exempt from filtering (**utl@utlowell495.org**) or select it from your Contacts. THEN CLICK THE ADD button

Comcast Accounts

Comcast Information on Spam Folders and Filters: https://www.xfinity.com/support/articles/spam-filters-and-email-blocking-new-experience

How to add UTL495 email to your "safe sender" list from Comcast:
Email Safe List
The Email Safe List, found under **Settings** > **Advanced Settings** in Xfinity Connect, allows you to list only the email addresses from which you want to receive emails. Note: If you use this feature, you will only receive messages from the addresses you specify. Messages from other addresses not included on the list will be rejected. **The email address for Five for Friday and/or GetActive messages is utl@utlowell495.org**.

GMAIL Accounts

Gmail has a slightly different way for allowing emails that have been sent to Spam (of course they do!). Here are the step-by-step directions which includes screenshots. https://www.lifewire.com/how-to-whitelist-a-sender-or-domain-in-gmail-1172106

The DOMAIN for UTL mail messages is **utlowell495.org** and the email address we commonly use would be **utl@utlowell495.org**.

Yahoo Accounts

Finally, here are the directions for taking a safe sender out of the Yahoo Mail spam folder: https://www.wikihow.com/Add-Approved-Senders-to-Yahoo!-Mail