

Ensure you receive emails from East of England Tourism by white listing us.

Increasingly, Internet Service Providers (ISP) are using filtering systems to try and keep spam out of customers' inboxes. Sometimes, they accidentally filter the email that you want to receive. In many cases you are not notified (and neither are we) that an email from East of England Tourism didn't get through.

To make sure that East of England Tourism emails are not filtered into your "junk" or "bulk" folder, please add East of England Tourism to your list of trusted senders. Follow the directions below.

Please whitelist us now, before your delivery is interrupted.

For AOL version 9.0 or higher:

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

- Click on **Mail Center**
- Under **Mail Preferences** click **Customize your e-mail** 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.

Thank you for white-listing East of England Tourism.

If you select **Option 2** above: 'Use a Custom Sender list'

Follow these instructions to add email from East of England Tourism:

- 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 **eet.org.uk** and click **Add**
 - Our e-newsletters are broadcast from **webmailexpress.co.uk**, repeat the first step 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.

Thank you for whitelisting East of England Tourism.

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 e-mail from all AOL members, e-mail addresses, and domains.** (allows ALL email) or
 - **Option 2:** Select **Allow e-mail from all AOL members, and from the listed domains and e-mail addresses. Block e-mail from all others.'** (allows selective e-mail)

If you select **Option 1** above: 'Allow mail from all senders', you're done.

Thank you for white-listing East of England Tourism.

If you select **Option 2** above: 'Allow e-mail from all AOL members, and from the listed domains and e-mail addresses. Block e-mail from all others.'

Follow these instructions to allow email from East of England Tourism:

- In the space provided, enter **eet.org.uk** and click **Add**
- Click **Next**
- Our e-newsletters are broadcast from **webmailexpress.co.uk**, repeat the first step and click **add**
- Select **Allow this Screen Name to send and receive mail with pictures and files.**
- Click **Save** to Apply these Mail Controls.

Thank you for whitelisting East of England Tourism.

Yahoo!

You can instruct Yahoo to whitelist your East of England Tourism email. 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 **East of England Tourism**
- 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 **info@eet.org.uk**
- At the bottom, where it says **Move the message to:**, select **Inbox** from the pull-down menu.
- Click the **Add Filter** button again.
- Repeat this process entering **OWN_014@webmailexpress.co.uk**

Thank you for whitelisting East of England Tourism.

Hotmail

If you are using Hotmail, you can ensure that your East of England Tourism 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 E-Mail Protection** (first link).
- Click on **Junk E-Mail Filter** (first link).
- From the selection list, choose **Enhanced**, then click **OK**.
- Click on **Safe List**. (the fifth link down from top)
- In the space **Type an address or domain:**, enter [eet.org.uk](mailto:info@eet.org.uk)
- Click the **Add** button
- Repeat the process and enter [webmailexpress.co.uk](mailto:OWN_014@webmailexpress.co.uk)
- Click the **Add** button.

Thank you for whitelisting East of England Tourism.

McAfee spamkiller

spamkiller works along with Outlook, Outlook Express, Outlook 98, MSN/Hotmail, and POP3 accounts. To make sure your East of England Tourism email 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: info@eet.org.uk. You can name it **East of England Tourism** and choose **Single e-mail address** as the type. Then, click **Add**.
- Click on the **Domains** tab.
- In the Address box, enter [eet.org.uk](mailto:OWN_014@webmailexpress.co.uk) , and name it **East of England Tourism Domain**. Choose **all users at domain** as the type, and Click **Add**
- Click **Save** and repeat the process using OWN_014@webmailexpress.co.uk and webmailexpress.co.uk and click **Save**.

Thank you for whitelisting East of England Tourism.

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 your East of England Tourism emails or want to make sure you continue to receive your email in the future, you can do something about it.

Further instructions on Making Sure You Get Your Email

Contact your IT department or the customer service people or the Postmaster at the company that provides your email or Internet connection (your ISP). Explain to them that you want to receive East of England Tourism emails. Ask them if they can whitelist East of England Tourism. 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 info@eet.org.uk and OWN_014@webmailexpress.co.uk

Domain: If they need to know the domain, tell them [eet.org.uk](mailto:info@eet.org.uk) and webmailexpress.co.uk

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!

Thank you!