

06 – Ensure you receive your emails



Provided by UkCyber-Homes

1) HOW TO USE THIS DOCUMENT

Unfortunately with the constant nuisance of SPAM email, many Email Service providers have introduced stringent measures to ensure their emails systems and you Inbox are kept SPAM free. This is of course very good news for everyone and UK Cyber fully endorses this approach.

The consequences of this though is that it is your responsibility to ensure that UK Cyber is registered as one of your "Contacts or Safe Addresses" otherwise our emails to you will be sent to your SPAM, SUSPECT or BULK folders along with 100's of other emails.

Below are our latest hints and tips on preventing this from happening. If you belong to a different email system and can provide guidance to our other customers on how to ensure safe delivery of emails on the service you use, please do email us the details at: support@ukcyber-homes.co.uk.

2) AOL (AIM) USERS)

- Go to Settings
- Click on 'Spam Controls'
- Click 'Control from whom I get email'
- Click 'Allow Mail Only from Senders on My Custom Sender List'
- Click on highlighted (blue) 'Custom Sender List'
- Add – **ukcyber-homes.co.uk** to the list

OR

- If a support@ukcyber-homes.co.uk email is in the SPAM folder, simply open the message and click "This is not Spam" on the tool bar.

3) YAHOO

- Yahoo may initially put our emails into your BULK or SPAM folders
- Open the message and click the "Not Spam" button at the top

As an additional precaution

- Click Options, Spam Protection, Spam Filter, and check the box Save Messages in Bulk Folder for 1 Month. This will give you a chance to catch our emails and perform the above tasks

4) HOTMAIL

- Click 'Options' (next to the Help link)
- Click 'Junk E-Mail Protection'
- Click 'Safe List'
- Add **ukcyber-homes.co.uk** to your safe list
- Click 'Add'

5) EARTHLINK

- Check your SUSPECT folder anytime through Web Mail
- Open your **ukcyber-homes** email
- Click Add our address to your Address Book to ensure you get all future messages