

Don't Let *Research in Action* Get Lost in Junk Mail Oblivion

E-mail providers are making it harder and harder for newsletters to get through, even when you request the information. If you aren't getting our newsletter, please check your "junk mail" or "bulk mail" folder.

Also, please carefully follow the instructions below to make sure that our E-mail address is on your "allowed" list. That way you won't miss any of the important content we send out.

You will find instructions below for each of the major E-mail providers. If you don't find info for your E-mail provider, the best thing you can do is add the following E-mail to your contact list:

fruchtmand@email.chop.edu

This should prevent your spam filter from blocking our newsletter.

You can also look in your junk mail folder, deleted items folder, or bulk mail folder for any messages from us and click on the **Not Junk** or **Not Spam** folder. If this isn't solving the situation, please E-mail me at fruchtmand@email.chop.edu

AOL (Version 9.0)

1. In your mailbox, click the **Add Address** button on the right to add our e-mail address to your "People I Know" list.
2. Enter fruchtmand@email.chop.edu

GMAIL

In GMAIL, you need to add us to your contacts to prevent our newsletter from being filtered to the junk folder.

1. Sign into to your Gmail account
2. On the left, click on the **Contacts** link
3. Click **Create Contact**
4. Fill in a name
5. Next to **Primary E-mail** enter

fruchtmand@email.chop.edu

6. Now click **Save**

This will ensure that E-mails from us will directly go into your inbox. If you see a message from us in your Spam folder, you can click the **Not Spam** button.

HOTMAIL

1. Login to your Hotmail account
2. Click on the **Options** link in the upper right hand corner
3. On the left, click on the **Mail** button to go to the mail options
4. Click **Junk E-Mail Protection**
5. Click **Safe List**
6. Under **Type an address or domain** enter:

www.chop.edu/injury
7. Click the **Add** button

If you see a message from us in your Junk Mail folder, you can click the **Not Junk** button to move it to your Inbox and prevent our newsletter from going to the Junk folder in the future.

YAHOO MAIL

1. Sign into your Yahoo! Mail account
2. Click **Options** in the upper right hand corner
3. Click **Filters**
4. Click the **Add** button
5. Under **Filter Name**, enter *Reseach in Action*
6. Next to **From header**, select **contains**
7. In the text field next to that, enter:

www.chop.edu/injury

8. Next to **Move the message to**, choose **Inbox**
9. Click the **Add Filter** button

This will make sure that any E-mail from us goes to your Inbox. If you see a message from us in your Bulk folder, you can click the **Not Spam** button.

MICROSOFT OUTLOOK

To make an exception in your Junk Senders list:

1. On the **Tools** menu, click **Rules Wizard**
2. In the **Apply rules in the following order** box, click **Exception List**
3. In the **Rule description** box, click **Exception List**
4. Click **Add**
5. Enter fruchtmand@email.chop.edu

Messages sent from this address will be sure to appear in your **Inbox**.