

Solving the Problem of Missing E-News/Newsletter Emails

Some Penn National residents have not received their expected PN E-News issues or PNCA Newsletter email announcements, even though their addresses are active on the respective distribution lists. Often this is because the recipient's email provider (gmail, yahoo, comcast, etc.) treats these missing emails as "spam."

There is nothing your editors can do to prevent this, but there may be a way for you, the recipient, to fix the problem. You can "whitelist" one or both of the sending email addresses, **enews@pnca.info** and **pncaenews@pnca.info**.

Your own email address tells you who your email provider is. You will need to know how to sign in to your email account.

[The following information is borrowed and adapted from www.makeuseof.com]

How to whitelist an email address with Xfinity/Comcast

Add the email address to your contacts

- Sign in to your My XFINITY account
- At the top right, click the Mail icon to reach your inbox
- Click the Address Book tab
- Click New Contact on the left sidebar
- Add **enews@pnca.info** and/or **pncaenews@pnca.info**
- Click Save

This should be enough for Comcast. No spam filter should be necessary, because all messages not stopped by a filter will go to the inbox.

[The following information is borrowed and adapted from navalign.com]

How to whitelist an email address with Gmail

Add the address to your contacts.

Google will usually deliver email from addresses that are in your Contacts.

- Sign in to your account at Gmail.com
- Add **enews@pnca.info** and/or **pncaenews@pnca.info** to your contacts

If Gmail has marked some emails as spam, tell Gmail they are not spam.

- In Gmail, navigate to the spam folder
- Search for emails containing the domain you wish to whitelist (**pnca.info**)
- Select all the emails shown
- Click More and then Not spam

Create a filter to whitelist email from a domain.

- Click the cog icon in the top-right corner, and then Settings
- Click on Filters and then Create a new filter
- Enter the domain of the email you want to whitelist (**pnca.info**) in the From field
- Click Create filter with this search

- In the box headed When a message arrives that matches this search select Never send it to spam
- Click the Create filter button

Additional tip:

- In the From field, you can enter either the specific email addresses (**enews@pnca.info** and/or **pncanews@pnca.info**) or the domain (**pnca.info**)

[The following information is borrowed and adapted from navalign.com]

How to whitelist an email address with Yahoo! Mail

Add the address to your contacts.

Yahoo will usually deliver email from addresses that are in your Contacts.

- Sign in to your account at Yahoo! Mail
- Add **enews@pnca.info** and/or **pncanews@pnca.info** to your Contacts

Create a filter for the address

- Mouse over the Settings menu icon and select Settings
- Click Filters and then Add
- Enter a Filter Name
- enter **pnca.info** to whitelist in the Sender field
- Select Inbox as the folder to deliver the email to
- Click Save and then click Save again

Additional tips:

- In the Sender field, you can enter either the specific email addresses (**enews@pnca.info** and/or **pncanews@pnca.info**) or the domain (**pnca.info**)

[The following information is borrowed and adapted from navalign.com]

How to whitelist an email address with Outlook, Windows Live Mail, Hotmail, and MSN Mail

Add the address to your contacts.

Outlook and the others will usually deliver email from your Contacts.

- Sign in to your account
- Add **enews@pnca.info** and/or **pncanews@pnca.info** to your Contacts

Add the address to your safe senders

- Click the cog icon in the top-right corner and then More mail settings
- Select Safe and blocked senders and then Safe senders
- Add **pnca.info** to the list of Safe senders
- Return to Safe and blocked senders and then select Safe mailing lists
- Add **enews@pnca.info** and/or **pncanews@pnca.info** to Safe mailing lists

Additional tips:

- In both the Safe senders and Safe mailing lists, you can enter either the specific email address (**enews@pnca.info** and/or **pncaenews@pnca.info**) or the entire domain (**pnca.info**)
- In both the Safe senders and Safe mailing lists, you can enter multiple domains or email addresses

[The following information is adapted from <https://www.liveabout.com/how-do-i-whitelist-email-sender-or-a-domain-in-aol-3515039>]

How to Whitelist an Email Address with AOL

You must add the email address or corporate domain of the sender to your address book or custom sender list to make sure email gets delivered to your AOL inbox.

To whitelist a contact in AOL, click **Contacts** on the left navigation bar of your inbox screen. Then, click the **New Contact** icon on the top bar and add the new contact information (enews@pnca.info or pncaenews@pnca.info) to the required fields. Once completed, click the **Add Contact** button at the bottom.

[The following information is adapted from several different websites]

How to Whitelist an Email Address with iCloud

- Sign in to your iCloud account and enter the verification code sent to your Apple device, if prompted
- Scroll down and click on Contacts
- Click the plus (+) icon opposite the Settings icon in the bottom-left corner and select New Contact
- Populate all the fields, and be sure to add the email address (**enews@pnca.info** and/or **pncaenews@pnca.info**)
- When you're finished, click Done in the bottom-right corner

Set up a rule to filter email (keep it from going to spam)

- Login to your iCloud.com account
- In Mail on iCloud.com, click the Settings button at the top of the Mailboxes list, then choose Settings.
- Click Rules, then click the Add button in the top-right corner
- Enter a name for the new rule
- Below Message, select "is from" and, in the "Name or email address" field, enter the email address (**enews@pnca.info** and/or **pncaenews@pnca.info**) or the domain (**pnca.info**)
- Below then, select "move to folder" and then select your inbox
- Click Done