

## **ACRM eNews Help – Adding the ACRM eNews to your Whitelist**

To ensure that you receive the *ACRM eNews* in your inbox, you should “whitelist” the sending email address, essentially marking it as “safe” in your email client. This will also prevent the *ACRM eNews* from automatically going to your “Spam” or “Junk” folder.

Each mail client will have a different process for adding a sender to your safe list. Below are some of the more common email clients with step-by-step instructions to “whitelist” the *ACRM eNews* and set your mail client to display images properly.

Please note, if you have subscribed to the *ACRM eNews* using your company or institution’s email address, you may need to request assistance from your IT department to add the *ACRM eNews* to your company’s whitelist.

### **GMAIL**

If you are having difficulty receiving *ACRM eNews* because it is going to your “Spam” folder, add the sending email address to your contacts. Gmail automatically delivers mail from a user’s Contacts list to their inbox.

To add a contact in Gmail:

1. Click the “Contacts” link in the left navigation panel
2. Click on “New contact”
3. Enter the following sending email addresses and click “Save Now”
  - [acrm@multibriefs.com](mailto:acrm@multibriefs.com)
  - [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com)
  - [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com)

To display images in Gmail:

1. Open the *ACRM eNews*
2. Near the top of the message, click on the second link to “Always display images from”:
  - [acrm@multibriefs.com](mailto:acrm@multibriefs.com)
  - [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com)
  - [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com)

### **HOTMAIL**

If you are not receiving *ACRM eNews* in your Hotmail account, or it is being sent to your “Junk” folder, you may add our sending domain to your “Safe Senders List” to ensure delivery in your inbox. This will also allow images in the *ACRM eNews* to be displayed.

1. Open the *ACRM eNews* in your inbox. In the textbox at the top of the message, click the link to “Always show content from”:
  - [acrm@multibriefs.com](mailto:acrm@multibriefs.com)
  - [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com)
  - [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com)
2. If this does not work, you may add the sending address to your safe senders list. Click the “Options” link in the top right corner of your inbox.
3. From the drop-down menu, select “More options”

4. Click “Safe and blocked senders,” then click on “Safe senders”
5. Enter the following sending addresses in “Sender or domain to mark as safe” and click “Add to list.”
  - [acrm@multibriefs.com](mailto:acrm@multibriefs.com)
  - [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com)
  - [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com)

## YAHOO MAIL

If you are having difficulty receiving *ACRM eNews* because it is going to your “Spam” folder in your Yahoo mail account, add the following sending email address to your contacts. Yahoo will deliver mail to your inbox if it recognizes the sender’s email as a contact.

To add a contact in Yahoo:

1. Click on the Contacts tab near the top of the screen
2. Click “Add Contact”
3. Enter a first and last name for the contact (i.e., *ACRM eNews1*, *ACRM eNews2*, *ACRM eNews3*)
4. Enter the following sending email addresses to correspond to each contact and click “Save.”
  - [acrm@multibriefs.com](mailto:acrm@multibriefs.com)
  - [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com)
  - [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com)

To display images in Yahoo:

1. In the upper right hand corner of your inbox, click on “Options” and then select “Mail Options” from the drop down menu.
2. Click on “Spam” in the left sidebar
3. Select the button next to “Show images only from my contacts.”

## OUTLOOK

If the *ACRM eNews* is being delivered to your Outlook Junk folder, or you aren’t able to view the images in the message, you can add senders to a Safe Senders List to ensure it is delivered to your inbox. The steps for this vary by the version of Outlook you are using.

### OUTLOOK 2010

To mark as “Not Junk”:

1. Go to your Junk folder
2. Right click on the *ACRM eNews*, and highlight the Junk menu
3. Select “Not Junk”
4. A pop-up window will appear – select the checkbox next to the sending email address and click “OK” to always trust e-mail sent from this address ([acrm@multibriefs.com](mailto:acrm@multibriefs.com), [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com), or [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com))

To always allow images and add to Safe Senders List:

1. Open the message in your inbox
2. Right click on the banner under the subject line that reads “Click here to download pictures....”

3. Select "add sender to Safe Senders List."
4. Click OK

### **OUTLOOK 2007 AND 2003**

1. Open the *ACRM eNews* email
2. Select the "Actions" tab on the top left of the screen
3. Click on "Junk E-mail"
4. Select "Add Sender to Safe Senders List" and enter the following email sender addresses:
  - [acrm@multibriefs.com](mailto:acrm@multibriefs.com)
  - [acrm@strongmail.multibriefs.com](mailto:acrm@strongmail.multibriefs.com)
  - [acrm@email.multibriefs.com](mailto:acrm@email.multibriefs.com)