



Whitelisting guide for It's In The Stars newsletters

To make sure your It's In The Stars newsletter reaches your inbox, we have provided step-by-step whitelisting guidelines for Hotmail, Gmail, Outlook 2003, Yahoo, Bigpond, AOL, and Mozilla Thunderbird.

Hotmail

New Subscribers:

Please add From address, info@itsinthestaronline.com to your Hotmail Safe List:

1. Open your mailbox and click **Options** (upper right hand corner).
2. Under **Junk E-Mail Protection**, select the **Safe and blocked senders** link.
3. Select the **Safe Senders** link
4. Copy and paste info@itsinthestaronline.com into the dialog box titled **Sender or domain to mark as safe**.
5. Click the **Add to List** button next to the dialog box.

Existing Subscribers:

If our newsletter is in your Junk E-Mail Folder, open it and click **Not Junk**. Next, check to see if our email address is in your **Blocked Senders** list. If you see info@itsinthestaronline.com on this list, click the **Remove** button. And if you have not done so, add info@itsinthestaronline.com into your **Safe List** as outlined above.

Gmail

New Subscribers

Please add the From address, info@itsinthestaronline.com to your Gmail **Contacts List**:

1. Click **Contacts** along the left side of any Gmail page.
2. Click **Add Contact**.
3. Copy and paste our From address, info@itsinthestaronline.com into the primary email address dialog box.
4. Click **Save**.

Existing Subscribers

To check if our newsletter is in the spam folder: Click the **Spam** button at the left side of any Gmail page. Check mark the box next to our newsletter. Click **Not Spam** button along the top.

Outlook 2003

Add From address, info@itsinthestarsonline.com to your Safe Senders list:

1. On the **Tools** menu, click **Options**.
2. On the **Preferences** tab, click **Junk E-mail**.
3. On the **Safe Senders** tab, click **Add**.
4. In the **Add** address, put info@itsinthestarsonline.com
5. Click OK.

Yahoo

New Subscribers:

You will need to set up a filter to redirect our newsletter into your inbox:

1. Open your mailbox and click on **Mail Options** (upper right hand corner).
2. Select **Filters** (bottom left corner).
3. Click the **Add** link on the **Filters** page.
4. Update the From header: rule with the following 2 pieces of information: “contains” and info@itsinthestarsonline.com (This tells Yahoo to identify our newsletter based on its From address).
5. Click the **Choose Folder** pull down menu and select inbox.
6. Pick the Add Filter button.

Existing Subscribers:

If our newsletter is getting stuck in your Yahoo **Bulk Folder**, please open the issue and click the **Not Spam** button. Next, check to see if the newsletter's email address is in your **Blocked Addresses** list. If you see info@itsinthestarsonline.com on this list, select it and click the **Remove Block** button. Lastly, please set up a filter as outlined above.

Bigpond

New or Existing Subscribers

1. Send the email you've received from info@itsinthestarsonline.com to Bigpond@bigpond-mail.custhelp.com
2. If you don't have your original email, email Bigpond@bigpond-mail.custhelp.com with:
 - a. the newsletter email address info@itsinthestarsonline.com
 - b. the website address – www.itsinthestarsonline.com
 - c. the fact that you have signed up for this monthly newsletter so it can be added to the Bigpond whitelisting service

AOL

New Subscribers:

Please add From address, info@itsinthestarsonline.com to your AOL address book:

1. Click the **Mail** menu and select **Address Book**.
2. Wait for the **Address Book** window to pop up, then click the **Add** button.
3. Wait for the **Address Card for New Contact** window to load.
4. Paste info@itsinthestarsonline.com into the **Other E-Mail** field.
5. Make our From address the **Primary E-Mail** address by checking the associated check box.
6. Click the **Save** button.

Existing Subscribers:

If our newsletter is in your **Spam Folder**, please open it and then click **This Is Not Spam**. Add info@itsinthestarsonline.com onto your **Address Book**.

Mozilla Thunderbird

New Subscribers:

Please add our From address, info@itsinthestarsonline.com to your **Thunderbird Address Book** and configure your Junk Mail Controls to white list your address book.

1. Click the **Address Book** button.
2. Make sure the **Personal Address Book** is highlighted.
3. Click the **New Card** button. This will launch a **New Card** window that has 3 tabs: Contact, Address & Other.
4. Under the **Contact** tab, copy and paste our From address, info@itsinthestarsonline.com into the **Email** dialog box.
5. Click **OK**.

White list your Personal Address Book:

1. From the main drop down menu, select **Tools -> Junk Mail Controls...**
2. This will launch the **Junk Mail Controls** window that has two tabs: **Settings** and **Adaptive Filter**
3. Under the **Settings** tab, update the **White Lists** module by selecting **Personal Address Book** from the menu. Check the **Do not mark messages as junk mail** box.
4. Click **OK**.

Existing Subscribers

Please check your **Junk** folder to see our newsletter have been mistakenly placed there. To prevent this from happening in the future, right-click on our newsletter and choose **Mark -> As Not Junk**.