



How to Set Up Your Email App to Deliver Messages from Osher

As a security measure, email clients such as Outlook, Gmail, iCloud and Yahoo – and especially AOL and Comcast – filter incoming messages to keep unwanted and suspicious mail out of inboxes. These filters sometimes mistakenly move legitimate Osher Institute at W&M messages into your “Junk” or “Spam” folder. The remedy is to designate the Osher Institute as a “safe sender” so that our messages will deliver directly to your email inbox. The Osher Institute sends email via three different domains (email addresses). To ensure you receive our messages, all three addresses must be added as a “safe sender.”

Osher Emails Originate from Three Addresses (depending on the purpose)

- 1 - osher@wm.edu - This is our W&M email address that is the primary email address for communicating with the Osher Team.
- 2 - donotreply@learnatosher.wm.edu – Emails originating from **our class management system generate class reminders, wait list openings, course evaluations and registration confirmations**. If you are not receiving these important communications, it is likely that your email app is flagging them as “spam/junk” due to the “do not reply” sender, and/or the volume of emails being deployed, such as when we email course schedules for the semester. Follow the instructions below to add this email address to your “safe sender” list.
- 3 - osher-wm.edu@shared1.ccsend.com - Occasional e-newsletters announcing upcoming semester dates and catalog availability originate from this address. Like the “do not reply” email address above, your email app may flag the message. If you aren’t receiving notification of upcoming semester registration and sneak preview/catalog, the message is likely going to your spam folder. Follow the instructions below to add this email address to your “safe sender” list.

How to Add Osher’s Email Addresses to Your Safe Sender List

Most email apps provide a “safe sender” option for trusted contacts in the address book. There are generally two ways to move an email address from your “Junk/Spam” folder to a safe sender list.

To find your “Junk/Spam” folder, go to your email Inbox. Look for the folder called “Junk” or “Spam” and open it. Once you locate an Osher email, you will either click on it. You should have the option to designate it as a safe contact OR you can make it safe by simply moving it out of your “Junk/Spam” folder and into to your Inbox.

Be sure to look for all three Osher email addresses to ensure you receive all of our messages.

Instructions for some of the most popular email clients are on the next page.

(over)

Email client	To add an address to your safe sender list	To move an email out of your Junk folder
Apple Mail (desktop)	1. Select the email to open it 2. Hover over the From address 3. Click the down arrow and select Add to contacts	1. Select the email 2. Click Move to inbox
Apple Mail (iPhone)	1. Select the email to open it 2. Click the From address 3. Click the down arrow 4. Click Create New Contact > Done	1. Select the email 2. Click the down arrow 3. Select Mark as Not Junk
AOL Webmail	1. Select the email to open it 2. Click the From address 3. Select Add Contact 4. Enter the first and last name 5. Click Add Contact	1. Select the email to open it 2. Click OK to mark it as not spam
Gmail	1. Select the email to open it 2. Hover over the From address 3. Select Add to Contacts	1. Select the email to open it 2. Click Report not spam
Outlook	1. Select the email to open it 2. On the Message tab, and select Junk > Never Block Sender	1. Select the email to open it 2. On the Message tab, select Report Message > Not Junk
Yahoo Mail	1. Select the email to open it 2. Hover over the From address 3. Select Add to Contacts then Save	1. Select the email to open it 2. Then click Not Spam

An alternate method is to add each of the Osher email addresses to your email app's contact list (address book). Go to your email app's "Settings." The safe list may be in the "Advanced Settings" option. Click on the option for the email safe list or "whitelist" and manually add each of the three Osher addresses.

###