



Ensure you get the Emails you WANT!

The Problem: Our customers ask to be contacted about our services here at ConsultUSA but sometimes company Internet Service Providers (ISPs) that are used to filter SPAM for inboxes keep the bad emails out with the good. When our emails are caught by SPAM by filters, you will not be notified and neither will we.

When you “white list” our emails, it is a way that you can ensure that the emails you want to see get to you.

Add contact to your address book: **@ConsultUSA.com**
firstname.lastname@domainname.com

<p>Terms: Turn off (no check mark) Turn on (Check mark)</p>
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What ISP do you use?

<p>AOL 9.0 or higher</p>	<p>How to set your mail controls:</p> <ul style="list-style-type: none">• Click Mail Center• Go to Mail Preferences click Customize Your Email and click Next• Under Essentials click on Spam Controls and click Next• On the right panel, turn on Mail Filtered by AOL’s Advanced Spam Filter (checkmark appears)• Underneath, turn off Mail with Clickable Hyperlinks (URLS) and Mail Containing Words and Phrases on my Custom Word List (no checkmarks)• Left panel, make sure that Block Mail Containing Pictures or Files is turned off• Left panel select either:<ul style="list-style-type: none">○ Option 1: Allow Mail from All Senders○ Option 2: Use a Custom Sender List <p>Option 1: Allow Mail from All Senders</p> <p>Option 2: Custom Sender list:</p> <ul style="list-style-type: none">• Click on the blue link: Custom Sender List• Select the second option Allow only the Domains and Senders Listed Below• In the space provided, enter ConsultUSA.com and click Add• Click Save (on the Custom Sender List screen)• Click Save to Apply these Mail Controls (on the mail and spam controls screen)• Close any remaining open windows
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<p>AOL 7.0 or 8.0</p>	<ul style="list-style-type: none"> • Click on the Mail Menu in the menu bar • Click on Mail Controls • Click on Next • Select Customize Mail Controls for this Screen Name and click Next • Select Option 1 or 2 below: <ul style="list-style-type: none"> ○ Option 1: Select Allow Email from All AOL Members, Email Addresses, and Domains (allows ALL email) or ○ Option 2: Select Allow Email from All AOL Members, and from the Listed Domains and Email Addresses. Block Email from All Others (allows selective email) <p>Option 1: Allow Mail from All Senders</p> <p>Option 2: Allow email from All AOL Members and from the Listed Domains and Email Addresses. Block email from All Others:</p> <ul style="list-style-type: none"> • In the space provided, enter ConsultUSA.com and click Add • Click Next • Select Allow this Screen Name to Send and Receive Mail with Pictures and Files • Click Save to apply these mail controls
<p>EarthLink</p>	<p>Earthlink users can whitelist ConsultUSA emails through TotalAccess MailBox (Windows) or with WebMail (Windows or Mac platforms).</p> <p>Using TotalAccess Mailbox (Windows):</p> <ul style="list-style-type: none"> • Open TotalAccess and choose the Mailbox • Click on the Address button • From the File menu, choose New Company (Domain) • In the space provided, enter ConsultUSA.com and click Add • Click Ok • From the File menu choose New Contact • In the space provided, enter ConsultUSA as the name and firstname.lastname@domainname.com as the email address. Then click Add • Click OK to add our contact name information <p><i>Ensure that ConsultUSA is not on your Blocked Sender List!</i></p> <ul style="list-style-type: none"> • Click the Protection button in the TotalAccess Task Panel, select SPAMBlocker, and choose Settings • Click the Edit Blocked Sender List button • Look through the list, and click on any address that is from ConsultUSA.com (particularly firstname.lastname@domainname.com) • Click the Unblock Sender button to unblock this address • Repeat the steps above. (click on an Address, and then the Unblock Sender button) for any ConsultUSA addresses • Click the Apply Changes button <p>Using Web Mail (Macintosh or Windows Online):</p>

	<ul style="list-style-type: none"> • Sign in to Web Mail • Click Address Book • Click the All Categories pull-down menu and choose Companies (Domains) • Click the Add button • In the space provided, enter ConsultUSA.com • Click Allow This Company (Domain) button • Click the All Categories pull-down menu and choose Contact • Click the Add button • In the space provided, enter ConsultUSA as the name and firstname.lastname@domainname.com as the email address: then click Add • Click Save button <p><i>ENSURE that we are NOT on your Blocked Sender List!</i></p> <ul style="list-style-type: none"> • Click the spamBlocker in the left menu pane, below your Inbox and other mail folders • In the list of tabs along the top part of the screen, click on Settings • Click on Blocked Sender List (in the lower right part of the screen) ConsultUSA.com • Click the Unblock Sender button to unblock this address • Repeat the steps above (click on an Address, and then the Unblock Sender button) for any ConsultUSA addresses • Click Save button (lower right part of screen)
Yahoo!	<p>Instruct Yahoo to whitelist ConsultUSA emails. Here's how:</p> <ul style="list-style-type: none"> • Open your Yahoo mailbox • Click Options (usually upper right corner) • Click Filters (middle column) • Click Add Filter • In the filter name box, type ConsultUSA • In the top row, labeled From Header, make sure Contains is selected in the pull-down menu • Click in the text box next to that pull-down menu, enter firstname.lastname@domainname.com • At the bottom, where it says Move the Message to: select Inbox from the pull-down menu • Click the Add Filter button again
Hotmail	<p>Ensure that ConsultUSA emails are delivered to your Inbox by adding our "From" address to your Safe List. Here's how:</p> <ul style="list-style-type: none"> • Click the Options link (upper right of screen) • Click on the Mail link (left column) • Click on Junk Email Protection (first link) • Click on Junk Email Filter (first link) • From the selection list, choose Enhanced, and then click OK • Click on Safe List. (the fifth link down from top) • In the space Type an Address or Domain, enter ConsultUSA.com • Click the Add button

<p>McAfee Spamkiller</p>	<p>McAfee Spamkiller works along with Outlook, Outlook Express, Outlook 98, MSN/Hotmail, and POP3 accounts.</p> <ul style="list-style-type: none"> • Click the Friends tab • Click Email Address or Domains tabs as indicated below to add us to your list • Click Email Address tab • Click the Down Arrow to view your Personal Friends List • Choose Add a Friend (right side) • In the address box, enter: firstname.lastname@domainname.com and name it ConsultUSA and choose Single Email Address as the type. Then, click Add • Click on the Domains tab • In the Address box, enter ConsultUSA.com, and name it ConsultUSADomain. Choose all users at domain as the type, and click Add • Click Save
<p>MSN</p>	<p>Ensure that emails are delivered to your Inbox by adding our "From" addresses to your Safe List.</p> <ul style="list-style-type: none"> • Click Help & Settings • Click Email Settings • Click on Safe List • In the space provided Add an Item to this List, enter ConsultUSA.com • Click the Add button • In the space Type a Single Email Address (or Domain), enter firstname.lastname@domainname.com • Click Add
<p>NetZero</p>	<p>Ensure that emails are delivered to your Inbox by setting your Junk Mail Filtering Preferences. Here's how:</p> <ul style="list-style-type: none"> • Log in to your NetZero Web Mail account • Click on Options (along the second row down, next to address book) • Click on Safe List (in far right column, the third option down under Filtering) • In the space provided, Add Address to Safe List, enter firstname.lastname@domainname.com, and then click Add • Click the Save button (bottom right of screen) to apply these mail options
<p>Norton AntiSpam</p>	<p>AntiSpam works along with Outlook, Outlook Express, Netscape and Yahoo (POP3), MSN/Hotmail to block many kinds of emails before they arrive in your inbox. Add us to your Personal Friends list, or Global Friends List. Here's how:</p> <ul style="list-style-type: none"> • Start up Norton AntiSpam, Click the Status & Settings tab • Click AntiSpam (middle of the screen) • Click Yellow Configure Button (bottom right of screen) • Click Allowed List tab (the 2nd Tab on the list of tabs) • Click the Add button (lower left) • In the Email Address box, enter firstname.lastname@domainname.com (Use ConsultUSA in the Name field)

- Click **OK** (bottom of screen)