

# Whitelisting Help

Many email service providers and internet service providers have SPAM filters to keep out the unsolicited email. Due to the volume of users we have, letsgolearn.com sends a lot of email. This occasionally causes email service providers to interpret our emails as SPAM.

To make sure that you can receive our email, you can "whitelist" email from letsgolearn.com. Whitelisting means that you set up your email software to accept incoming email from a specific email address or domain, overriding your mail service provider's SPAM filter. letsgolearn.com uses several email addresses for communication with users. Therefore, the most effective way to make sure that you receive our email is to whitelist the entire domain. Depending on the exact email service or program you are using, whitelisting a domain may be done by entering something like one of the following:

**letsgolearn.com**  
**@letsgolearn.com**  
**\*letsgolearn.com**

In the event that your email service or program cannot whitelist entire domains, we would suggest you add these individual addresses to your whitelist:

**info2@letsgolearn.com**  
**help@letsgolearn.com**

**\*\* If you are a Let's Go Learn development or sales partner, you should add "notify@quickbase.com" on your white list**

Since every email system is different we have included whitelisting instructions for a few popular email service providers below.

*AOL*  
*Yahoo*  
*Hotmail*  
*Gmail*  
*MSN*  
*Outlook 2003 or higher*  
*Norton AntiSpam*  
*McAfee Spamkiller*  
*Spam Assassin*

**AOL**

### **AOL (version 9.0 or higher)**

In AOL, you can add the letsgolearn.com address to the "People I Know" list. To add the address,

- Copy the "from" address from the latest letsgolearn.com mail. (or you can copy the addresses listed above).
  - Select the **Mail** menu and select **Address Book**.
  - In the pop up box, select **Add**.
  - Paste the copied address/type the address required in the **Other email** field.
  - Make the newly added address the "Primary email address" by checking the checkbox.
  - Select **Save**.
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### **AOL (version 7.0 or 8.0)**

- Select **Mail** in the Menu on the top of the screen.
- Select **Mail Controls**.
- The Mail Control Screen would be displayed. Select **Next**.
- Select **Customize Mail Controls for this Screen Name** and click **Next**.

### **Version 8.0**

- You can select "Allow email from all AOL members, email addresses and domains" (allows all emails).
- Select **Next** until the **Save** button shows up at the bottom.
- Select **Save**.

### **Version 7.0**

- In the **exclusion and inclusion parameters**, **include** the domain **letsgolearn.com**.
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## Yahoo

You can ask Yahoo to filter mails from letsgolearn.com to your inbox.

- Open **Yahoo mailbox**.
  - Select **Mail Options**.
  - Select **Filters**.
  - Click **Add Filter**.
  - In the top row, labeled **From Header**, select **contains** from the pull down menu. Enter the letsgolearn.com address in the text box next to the pull down menu. (you can either give a specific letsgolearn.com email address or use @letsgolearn.com or \*letsgolearn.com to whitelist the domain).
  - Move down to the bottom where there is the option **Move the message to**. Select **inbox** from the pull down menu.
  - Select **Add Filter** button once again.
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## Hotmail

To whitelist us in Hotmail, you can add our email address to your **Safe List**. For that,

- Access your Hotmail mailbox.
- Select **Options** from the top right (next to Help).
- Select **Junk e-Mail Protection** (the first link).
- Select **Safe List**.
- In the space provided, enter the letsgolearn.com address (you can either enter a specific email address or use \*letsgolearn.com or @letsgolearn.com to whitelist the domain).
- Select **Add**.
- Ensure the safe list box has the address you entered, and select **Ok**.

You can also add the letsgolearn.com email address to your contact list:

- Open the most recent email from us.
  - Select the **Save Address** button (to the right in the line of options above the email).
  - Click Ok.
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## Gmail

To ensure that you receive letsgolearn.com mails in your inbox, you can add the letsgolearn.com address to your contact list. And, If one of our mails has been moved to the spam folder, you can mark them Not Spam, to whitelist it.

- Open the latest issue of the e-mail you want to whitelist.
- There would be a few drop down options just after the date on the right hand side. Select **Add sender to contact list**.

Alternatively,

- Select **contacts** from the options on the left side of the Gmail Inbox.
- Select **Create Contact** on the top menu.
- Enter the letsgolearn.com address in the primary email box.
- Select **Save**.

If one of our mails has been by mistake moved to the spam folder, you can prevent it happening by:

- Selecting the **Spam** link - to open the spam folder.
  - Open the wrongly filtered letsgolearn.com mail.
  - Select the **Not Spam** button at the top of the email (right next to the delete forever).
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## MSN

In MSN, to whitelist our mails, you can add our mail addresses to your **Safe List**. This is how you do that:

- Select **Settings: Email | Junk e-mail** (bottom left, just above Calendar).
  - From the E-mail settings screen, select **Junk E-mail Guard**.
  - Select **Safe List**.
  - Enter the letsgolearn.com address (you can either enter a specific email address or use \*letsgolearn.com or @letsgolearn.com to whitelist the domain) in the text box provided for Add people to safe list.
  - Select **Add**.
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## **Outlook 2003 or higher**

If you are using Outlook 2003 or higher for your emails, you can whitelist by:

- Open the email.
- From the list of emails, **right click** on the **sender's email address**.
- Select **Add sender to Address book**.
- Click **Save and close**.

For domain whitelisting,

- Open email.
  - Select the drop down arrow after **Contacts** in the contacts section (left-hand side, below Folders).
  - Select **New Contact**.
  - In the E-mail addresses box, enter \*@letsgolearn.com.
  - Select **Add** and click **OK**.
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## **Norton AntiSpam**

AntiSpam works along with Outlook, Outlook Express, Netscape and Yahoo, MSN/Hotmail to block spam mails before it reaches your inbox. To make sure

letsgolearn.com mails reach you, you can add us to your Personal Friends list or Global Friends list. Here is how you can do that:

- Start Norton AntiSpam, select **Status & Settings** tab.
  - Select **AntiSpam**.
  - Select **Configure** button - right hand side bottom of the screen.
  - Select **Allowed List** tab - second tab on the list of tabs.
  - Select **Add**.
  - Enter letsgolearn.com address in the Email address box.
  - Select **Ok**.
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## McAfee Spamkiller

The McAfee Spamkiller works with Outlook, Outlook Express, Outlook 98, MSN/Hotmail to block spams. To whitelist letsgolearn.com mails,

- Select **Friends** tab.
  - Select **Email Address** tab.
  - Select the down arrow to view **Personal Friends List**.
  - Select **Add a Friend** from the right hand side.
  - In the address box, **add the letsgolearn.com address** (the specific email address), and select Single e-mail address as type, and Add.
  - Select **Domains**.
  - In the address box, enter letsgolearn.com, choose "all users at domain" as type and click **Add**.
  - Select **Save**.
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## Spam Assassin

In Spam Assassin, you can whitelist letsgolearn.com in the User Preferences. To whitelist,

- Find the **spamassassin** folder from your hard drive, and open it.
- There would be a file named *user\_prefs*. Open it with a text editor (for e.g. Notepad). If there is no such file, create it, instructions are available at [http://spamassassin.taint.org/doc/Mail\\_SpamAssassin\\_Conf.html](http://spamassassin.taint.org/doc/Mail_SpamAssassin_Conf.html)
- Make a new line in the file. On that line, enter **whitelist\_from**, followed by the letsgolearn.com address that you wish to whitelist. To whitelist the domain, enter @letsgolearn.com.
- Save and close the file.