

Spam Help

Spam Management

This document is meant to assist users of the Versaic system in finding “missing” emails from Versaic in their spam/junk mail folders and reset their spam settings on their mail systems to allow mail to be received from Versaic. The document is organized by webmail systems (i.e. you get your mail from a web browser) and major mail clients (where the mail is downloaded and managed with an application on your computer).

To locate “missing” emails, a quick read of the Checking Spam Folders section below should provide you with the information necessary for you to locate our emails in your system. To better ensure future emails from Versaic are received, please read the Resetting Spam Filters (Whitelisting Versaic) section that will help you set your system to allow for future emails from Versaic by whitelisting Versaic.

If any of the terms are not clear, a Definitions section for common terms is provided at the end of this document. Also, if your specific mail system is not listed, reading through this doc should provide you with direction.

Checking Spam Folders

In this section we'll go over how to check your spam folder for “missing” emails from Versaic. You should do this if you don't see an email in your mailbox that you expected from Versaic, such as upon registration. Note that if you find and open an email from Versaic in your spam folder, it doesn't always mean that the next email from Versaic will be not also be marked as spam. So after checking the spam folder, please review Resetting Spam Filters (Whitelisting Versaic) below to better ensure emails from Versaic reach you promptly.



Microsoft Outlook

1. Go to the “Junk E-mail” folder on the left of the Outlook window.
2. Highlight the message you want to recover.
3. Click the “Not Junk” toolbar button. Alternatively, you can press Ctrl-Alt-J (think junk) or select **Actions > Junk E-mail > Mark as Not Junk...** from the menu.
4. If you want to add the sender of the email you have just recovered to your list of trusted senders, make sure “Always trust e-mail from noreply@system.versaic.com” is selected.
5. Click OK.

Outlook automatically moves the message to your Inbox or the message's previous folder.



In the Mailboxes column on the left of Apple Mail, click on the Junk label if not already opened, then in the subfolders of junk listed by email account, click on the email account you used to open your Versaic account. If you see the email from noreply@system.versaic.com, (<http://noreply@system.versaic.com>) click on it, then click on Not Junk. Then move the message by dragging it from the Junk folder to the Inbox folder for that email account.



Google Mail

In the Inbox on the left, click on "Spam" (if it's not visible, click on the "More" button). Find the email from noreply@system.versaic.com (<http://noreply@system.versaic.com>), and click on the box to the left of it. Click the "Not spam" button and the email is moved to your Inbox.



Yahoo Mail

In the Inbox on the left, click on "Spam". Find the email from noreply@system.versaic.com (<http://noreply@system.versaic.com>), and open it. Click the "Not spam" button and the email is moved to your Inbox. This action should mean that future emails from Versaic are sent to your Inbox. While this action does not guarantee that your mail will be delivered in the future, it does help.



AOL Mail

Click on the Spam Folder on the left. Find the email from noreply@system.versaic.com (<http://noreply@system.versaic.com>), and open it. Click the "Not spam" button and the email is moved to your Inbox. This action should mean that future emails from Versaic are sent to your Inbox. Replying to the email will also help, which you may do even though the instructions from Versaic say otherwise. You won't get a response from Versaic, but will help in resetting your spam filters.

Resetting Spam Filters (Whitelisting Versaic)

The instructions above will help in retrieving an email from Versaic that your system feels may be spam. Please review the instructions below to help ensure that future emails from Versaic are delivered to your email Inbox.



Microsoft Outlook

Outlook 2003, 2007 and 2010 include a Junk Email filter. While this filter cannot be updated by the end user, Microsoft releases frequent updates for it. See the section above on Checking Spam Filters on how to set mail you recover from your Junk Email folder to be trusted in the future. Alternatively, you can use the Safe Senders List. If you can see the email from Versaic, do this:

1. Open the email message from Versaic.
2. Click on "Actions" from the menu bar.
3. Click on "Junk E-mail" from drop down menu.
4. Click on "Add Sender to Safe Senders List".
5. Our email address will be automatically entered into your Safe senders list.

If you are unable to see an email from Versaic, or are expecting one, click on ???Junk E-mail??? from Action the drop down menu.

1. Select "Actions | Junk E-mail | Junk E-mail Options..." from the menu in Outlook.
2. Go to the Safe Senders tab.
3. Click "Add..."
4. Type the email address or domain name you want to whitelist.
5. To add a single address, type "noreply@system.versaic.com".
6. To add a complete domain, type "versaic.com" (preferred).
7. Click OK.
8. Click OK again.

If you encounter any problems, contact Outlook Support. (<http://office.microsoft.com/en-us/outlook/default.aspx>)



Apple Mail

Under the "Mail" menu, click on "Preferences" then click on Junk Mail. If "Sender of message is in my Previous Recipients" is checked and you moved the email from Junk to one of your Inboxes as described above, you should be OK to receive future emails from Versaic. Alternatively from "Junk Mail" in Preferences, click on "Advanced" and under the description "Junk" click on the "+" to the right of one the conditions under "If all of the following conditions are met:" and create the condition "From Does not contain @versaic.com"

If you encounter any problems, go to Apple Support (<http://www.apple.com/support/>) and look for support in Software>Mac OS X.



Google Mail

If you marked a message as "Not spam" then future emails from Versaic should arrive in your regular Inbox. However if you'd like to ensure all messages from Versaic are received, do the following:

1. Click on "Filter" at the top of your email list.
2. Enter "versaic.com" in the "From:" field
3. Click on "Next"

4. On the next step of "Create a Filter" select "Never send it to Spam"
5. Click on "Create Filter"

Another option is to add the email address to your contacts list.

1. Click the drop down arrow next to "Reply" in the upper right side of your Inbox screen.
2. Click the "Add to Contacts List" from the list that appears.
3. The Versaic email address will be automatically entered into your contacts list.

If you encounter any problems, go to Google Support. (<http://mail.google.com/support/>)



AOL Mail

See the information above in "Checking Spam Folders" and those actions should reset your filters. To better ensure receipt in the future, follow the instructions below to add Versaic to your address book.

AOL?? Webmail Users:

1. Open the email message from Versaic.
2. Click on "More Details" at the top of that email message.
3. Hover mouse over the From address.
4. Our email address is automatically placed in the email field in the "Add Contact" pop-up box.
5. Add additional contact information if desired.
6. Click on "Add Contact".
7. Our email address will be automatically entered into your AOL Address Book.

If you encounter any problems, contact AOL Support (<http://help.aol.com/help/microsites/microsite.do>).

AOL?? Users:

1. Open the email message from Versaic.
2. Click on the "Add Address" icon.
3. Our email address is automatically placed in the name and email field in the "Add Contact" pop-up box. Verify the information is correct and then...
4. Click the Save button.
5. Your email message will be automatically entered into your AOL Address Book.

If you encounter any problems, contact AOL Support (<http://help.aol.com/help/microsites/microsite.do>)



Yahoo Mail

In order to add Versaic to your address book, do the following:

1. Open the email message from Versaic.
2. Click on "Add" icon next to From address.
3. Our email address is automatically placed in the email field in the "Add Contact" pop-up box.
4. Add additional contact information.
5. Click on "Save".
6. Our email address will be automatically entered into your Yahoo! Address Book.

If you encounter any problems, contact Yahoo Support (<http://help.yahoo.com//us/yahoo/helpcentral/>).



Hotmail Live, Windows Live and MSN

In the new Hotmail you must “Mark sender as safe” to enable hyperlinks even in text emails and images in HTML emails. Entering the email contact in the address book or contacts no longer whitelists the sender.

To ensure messages from specific email addresses are not sent to your Junk Email folder, you can do one of two things:
Mark Sender as Safe

1. Find the email from Versaic
2. Click “Show content” to view the body of the email if it contains images and HTML
3. Click “Mark as safe”

Emails will now be added to your list of “Safe senders”

Manually Add to Safe List

1. Click “Options” in the upper right corner of your Hotmail screen
2. In the Body of the page under “Junk e-mail” click the link “Safe and blocked senders”
3. Click the link “Safe senders”
4. Enter the email address “noreply@system.versaic.com (<http://noreply@system.versaic.com>)”
5. Click “Add to list”

If you encounter any problems, go to Window Live Hotmail Support. (<http://help.live.com/help.aspx?project=a&market=en-us>)



EarthLink

In order to add Versaic to your address book, do the following:

1. Open your Versaic email message.
2. Click your mailbox’s “Message” menu and choose “Add Senders” to your Address Book.
3. Your email message will be automatically entered into your EarthLink Address Book.
4. If you encounter any problems, contact EarthLink Support. (<http://support.earthlink.net/>)

Definitions

Email Clients

An email client, email reader, or more formally mail user agent, is a computer program that runs on your computer and is used to manage email. Examples of these include Microsoft Outlook, Apple Mail, and Thunderbird.

Webmail

These are web-based email applications that manage email through a web browser, allowing users to access their email from any computer. Examples include Hotmail, Gmail, AOL and Yahoo, and others including many internet service providers (http://en.wikipedia.org/wiki/Internet_service_provider) (ISPs) and companies which provide webmail services as part of their service.

Whitelist

An email whitelist is a list of contacts that are acceptable to receive email from and should not be sent to the spam or trash folder. Individual users, email clients, ISPs and corporate email systems often have whitelists.

Spam Filter

Spam, also known as junk mail, may be filtered by a variety of techniques that determine whether the email being received is valid or not. If the filter believes the email is not valid, the offending email is usually sent to a Junk or Spam folder where it may be retrieved, viewed, and reclassified as not spam if so desired. Typical spam filters allow you to whitelist emails from a certain domain (e.g. versaic.com) allowing them to go through.

Important Note

Note that there are various versions of each system, and the systems are always evolving, so the wording may not be exactly right on the instructions below, but the general approach should be right.

Note for corporate users: some corporate systems block "suspicious" emails. If none of the below apply to you, please check with your IT department on how to find and whitelist emails from Versaic so the problem doesn't recur.

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