Most email software platforms and ISPs now employ “spam filters” to block messages that come from senders “unknown” senders. As a result, it is possible for email from friends and other trusted senders (such as GOT) to end up in your junk folder. **If you use one of these software platforms or ISPs, the only way to be sure you will continue receiving email from trusted senders is to update your Address Book or Safe List.**

For your convenience, GOT provides instructions for most email services software platforms and ISPs below.

Instructions cover the following email platforms:

- **AOL** 8, 9 & Netmail
- **Earthlin**k 5.0, Total Access & Webmail
- **Hotmail**
- **MSN** 8 & 9
- **Netscape** 6 & 7
- **Outlook** 11, 2000, 2003 & Express 6
- **Yahoo! Mail**

Email Software / ISP	Instructions
AOL 8	Open the email. Click the "Add to Address" icon on the right-hand side of the window. Click the "Save" button.
AOL 9	Open the email. Click the "Add Address" icon on the right side of the window. Click the "OK" button.
AOL Netmail	Open the email. Click the "Add to Address" icon. Click the "Save" button.
Earthlink 5.0	Open the email. Click the "Add Sender" button in the navigation bar. Click the "Yes" button in the address book popup.
Earthlink Total Access	Open the email. Right-click the person's name or email address. Click "Add to Address Book". Click the "Ok" button. or... In the message list of your Inbox or other mail folder, right-click the email title. Click "Add Sender to Address Book." Click the "OK" button. or... (see next page)

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Earthlink Total Access (cont'd)	Open the email. Click "Add Sender" in the upper right of the header. The name and email address from email are pre-populated in the "Add to Address Book" pop-up. Click "Yes".
Earthlink Webmail	Open the email. Click the "Add to Address Book" link. Click the "Save" button on the popup.
Hotmail	Open the email. Click "Save Address(es)" at the top of the message header. Click "OK" button.
MSN 8 & 9	Open the email. Click "Save Addresses" at the upper right hand side of the screen. Select the check box next to the address you want to save. Click the "Save" button.
Netscape 6 and 7	Open email. Right-click the From address. Click the "Add to Address Book" link in the menu. Click the "OK" button.
Outlook 11	Open or preview the email. Right-click the name of the sender you want to make as a contact. Click "Add to Outlook Contacts" on the shortcut menu.
Outlook 2000 & 2003	Open the email. In the From field, right-click the name you want to add as a contact. Click the "Add to Contacts" link on the shortcut menu. Click the "OK" button
Outlook Express 6	Open the email. Right-click the person's name. Click the "Add to Address Book" link in the menu. Click the "OK" button. or... In the message list of your Inbox or other mail folder, right-click the email title. Click the "Add Sender to Address Book" link in the menu. Click the "OK" button.
Yahoo! Mail	Open the email. Click the "Add to Address Book" link on the far right. Click the "Add Checked Contact" button.

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