

February 23, 2021

Blessings to you this Lenten season.

We need your help! Over the last several months, we have been investigating an issue with our IT company regarding Yahoo and AOL email addresses. We have learned that emails sent from our office—from @nclutheran.org addresses—are being flagged as Spam by Yahoo and AOL and therefore have not been delivered correctly. In some cases, they have not been delivered at all; for some, they have been sent to Spam folders.

While we have been assured by our IT company that Yahoo and AOL are now allowing our emails to be delivered, we still need your help to get them correctly into your Inbox. There are a few easy steps you can take.

1. Check your Spam folder regularly to ensure there are no *nclutheran.org* emails there.
2. If you do find emails in your Spam folder, follow the steps below to mark them safe.

YAHOO INSTRUCTIONS:

1. Open your Yahoo Mail.
2. Click the Spam folder.
3. Open the email from @nclutheran.org that was incorrectly marked as spam.
4. Click the "Not Spam" button to immediately send the email to your Inbox folder.
5. Find that same message in your Inbox and open it.
6. Click on the 3 dots to the right of where it says spam.
7. Click on "Add to Contacts" and then add the information needed (name, etc.).
8. Click "Save."

AOL INSTRUCTIONS:

1. Open your AOL Inbox.
2. Click the Spam folder.
3. Select the email from @nclutheran.org that was incorrectly marked as spam.
4. Click the "Not Spam" button. A black banner will display at the bottom indicating the message has been unmarked as spam and moved to your Inbox.
5. Go to Contacts in the left panel.
6. Above your contacts list, click New Contact.
7. Enter the details for your contact and click Add Contact to save.

3. You will likely need to do this for each sender from our staff.

We apologize for these extra steps, but we are committed to getting this straightened out for each of you. Please contact Diane or Kathy in our office (704-633-4861) if you need help moving through these steps or if email from the synod office continues to find its way into your Spam folder. We will help!