

Not getting important emails from eNeighborhoods? Be sure to get our emails and newsletters by setting up your email service to allow eNeighborhoods emails to get through your filters. Follow the instructions below to make sure you receive important information about your eNeighborhoods account.

In order to make sure you are receiving your PCS Newsletter, use the same instructions, but change the "From" address to mail@eneighborhoods-email.com

Microsoft Outlook (2003 edition)

Add eNeighborhoods' **From** address, customercare@eneighborhoods.com, to your Safe Senders list:

From the Tools menu, click Options.

From the Preferences tab, click Junk E-mail.

From the Safe Senders tab, click Add.

In the Add address, put customercare@eneighborhoods.com

Click OK.

New AOL Subscribers:

Please add our "From address", customercare@eneighborhoods.com, to your AOL address book:

Click the Mail menu and select Address Book.

Wait for the "Address Book" window to pop up, then click the Add button.

Wait for the "Address Card for New Contact" window to load.

Paste customercare@eneighborhoods.com into the "Other E-Mail" field.

Make our From address the "Primary E-Mail" address by checking the associated check box.

Click the Save button.

Existing AOL Subscribers:

If our email is in your AOL Spam Folder, please open the message and then click the This Is Not Spam button. Next, please add customercare@eneighborhoods.com onto your Address Book as described above.

Yahoo

New Subscribers:

You will need to set up a filter to redirect our email into your inbox:

Open your mailbox and click on Mail Options (upper right hand corner).

Select Filters (bottom left corner).

Click the Add link on the Filters page.

Update the "From header:" rule with the following 2 pieces of information: "contains" and customercare@eneighborhoods.com. (This tells Yahoo to identify our messages based on their From address.

Click the Choose Folder pull down menu and select inbox.

Pick the Add Filter button.

Existing Subscribers:

If our messages are getting stuck in your Yahoo Bulk Folder, please open the email and click the Not Spam button. Next, check to see if the email From address is in your "Blocked Addresses" list. If you see customercare@eneighborhoods.com on this list, select it and click the Remove Block button. Lastly, please set up a filter as outlined above.

Hotmail

New Subscribers:

You will need to add our From address, customercare@eneighborhoods.com, to your Hotmail Safe List:

Open your mailbox and click "Options" (upper right hand corner).

Click the "Junk E-Mail Protection" link (top of page).

Select the "Safe List" link (2nd from bottom).

Copy and paste customercare@eneighborhoods.com into the dialog box titled "Type an address or domain".

Click the "Add" button next to the dialog box.

Existing Subscribers:

If our email messages are in your Junk E-Mail Folder, open one and click the Not Junk button. Next, check to see if our email address is in your Blocked Senders list. If you see customercare@eneighborhoods.com on this list, select it and click the Remove button. Finally, if you have not done so, add customercare@eneighborhoods.com into your Safe List as outlined above.

Gmail

New Subscribers

Please add our From address, customercare@eneighborhoods.com, to your Gmail Contacts List:

Click Contacts along the left side of any Gmail page.

Click Add Contact.

Copy and paste our From address, customer@eneighborhoods.com into the primary email address dialog box.

Click Save.

Existing Subscribers

How to check if our email is in the "spam" folder:

Click Spam along the left side of any Gmail page.

Check mark the box next to our message.

Click Not Spam button along the top.