

# Avoiding SPAM Filter Problems

## Notification Emails Appear in Spam, Bulk, or Junk Email Folders

### Problem

When someone sends you a secure message, you should first receive a notification email in the Inbox of your email program.

In some cases, however, your email program's spam filter misdirects the notification email to your Spam, Bulk, or Junk Email folder.

\* You will receive an email from Atlanta Women's Health Group [awhgsupport@awhg1.com]. Please add this to your "safe senders" and or "approved" address list, so it is not perceived as Spam.

### Resolution

Please refer to the following table.

Email Program	Where to Find Misdirected Notification Emails	How to Ensure That You Receive Notification Emails in Your Inbox
AOL®	Spam folder	Add the sender of the notification email to your AOL address book.
Google® Gmail™	Spam folder	Add the sender of the notification email to your Gmail contacts list.
Microsoft® Hotmail®	Junk E-mail folder	In Hotmail help, search for "create a safe list;" then follow the instructions in the corresponding topic.
Microsoft Outlook	Junk E-mail folder	In Outlook help, search for "add name to safe senders list;" then follow the instructions in the corresponding topic.
Microsoft Windows Live Hotmail	Junk folder	In Windows Live Hotmail help, search for "block or allow;" then follow the instructions in the corresponding topic.
Yahoo!® Mail	Spam or Bulk Mail folder	Add the sender of the notification email to your Yahoo! address book.

*Note:* If you do not see instructions for your email program in the preceding table, please search your email program's help system for "spam" or "safe sender;" then follow the instructions in the topic that best describes how to add a sender to a safe sender list.