

## Having problems receiving Greenwich Library email notices?

They may be going into your spam folder!



How do I make sure my notices reach my inbox?

1. Find your email client in this brochure.

2. Follow the easy steps to be sure our emails arrive.



Questions? Please call  
203-625-6524

### AOL 9.0 OR HIGHER

1. In your mailbox screen click **Mail Options**
1. From the drop down menu click **Address Book**
2. Click on **Add**.
3. Enter the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
5. Click **Save**

### AOL WEBMAIL

1. Open the email in your spam folder
2. Click on the Greenwich Library name and email address
3. Click **Add to Address Book** in the window that appears
4. Click **Save**

### AT&T

1. Open your mailbox
2. Select **Options** on the top right hand side:  
> **Mail Options** > **Filters** > **Add Filter**
3. Select **Filters**
4. Click **Add Filter**
5. In the top row, labeled **From Header**, select **contains** from the pull down menu. Enter the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
6. Move down to the bottom where there is the option **Move the message to**. Select **Inbox** from the drop-down menu
7. Select the **Add Filter** button once again

### ENTOURAGE

1. Open the email from your spam folder
2. Right-click the Greenwich Library email address
3. Select **Add to Address Book** in the short-cut menu
4. Click **Save**
5. Repeat process for emails sent from Perrot Library

### GMAIL

1. Open your Gmail account
2. Click on **Gmail** in the top left corner
2. Choose **Contacts** from the drop down menu
3. Click on **New Contact** on the left side of the screen.
4. Type in Greenwich Library is the box that says: Add Name
5. Type in the Greenwich Library email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org) in the empty box next to the words: email.
6. Click on **Save Now** in the top right corner.

### HOTMAIL

1. Open your Hotmail mailbox
2. Select **Options** from the top right (next to the question mark)
3. Select **More options** > **Safe and blocked senders** (under Preventing junk email) > **Safe mailing lists**
4. In the space provided, enter the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
5. Select **Add to list**
6. Ensure the safe mailing lists box has the address you entered, and select **OK**

### OPTONLINE or OPTIMUM

1. Open your email
2. Click the **New Contact** link at the top of the Contacts drop down menu on the right side of the mail screen.
3. Click the **Email** field in the New Contact pane that opens up on the left side of mail screen.
4. Enter the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
5. Click the **Save Changes** button on the top right corner of the New Contact pane.

### OUTLOOK 2007

1. Select **Actions** from the toolbar at the top of the screen
2. Select **Junk E-mail**
3. Select **Junk E-mail Options...**
4. Click the **Safe Sender** tab
5. Click **Add**
6. Type in the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
7. Click **OK**


### OUTLOOK 2010

1. In Outlook, go to the **Home** tab
2. Click the **Junk** button
3. Choose **Junk E-Mail Options** from the drop-down list
4. Go to the **Safe Senders** tab
5. Click on **Add**
5. Type in the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
6. Click **OK**
7. Click **OK** again.

### VERIZON

1. Open your Inbox
2. Click **Settings** at the top of the screen
3. Click **Email Settings** on the left lower side of the screen
4. On the left side of the screen below email settings click on **Blocking**
5. Scroll down to **safe senders** at the bottom of the page
6. Click on **safe senders**
7. Enter the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
8. Click **Add**
9. Click on the red **Save** button towards the top of the screen

### YAHOO

1. Open your Yahoo mailbox
2. Select **Settings** icon in the top right corner. Icon looks like: 
3. Select **Mail Options > Filters > Add Filters**
4. Click **Add Filter**
5. Type in Filter name: Greenwich Library
5. In the top row, labeled **Sender**, select **contains** from the pull down menu. Enter the email address:  
[lendingservices@greenwichlibrary.org](mailto:lendingservices@greenwichlibrary.org)
6. Move down to the bottom where there is the option **Deliver the email to the following folder.**
7. Select **Inbox** from the drop-down menu
8. Select the Orange **Save** button at the top of the screen

**Because there are thousands of emails clients we may not have instructions for all. If you would like to suggest one you use to be added please email us at:**  
[Lendingservices@greenwichlibrary.org](mailto:Lendingservices@greenwichlibrary.org)