

## FOR XTRA EMAIL USERS:

### HOW TO PREVENT IMPORTANT EMAIL SENDERS FROM BEING REJECTED AS SPAM CONTENT

#### Who does this apply to:

Anybody who has an xtra email address <user>@xtra.co.nz

#### What is the issue?

Rotarians frequently do not receive emails from genuine Rotary, Clubrunner and other email senders with genuine content or attachments.

#### What is the problem ?

Xtra's email spam filter is well known as being very aggressive and frequently causes problems with receipt of genuine email.

A spam filter is a program used to detect unsolicited, unwanted and virus-infected emails and prevent those messages from getting to a user's inbox. Like other types of filtering programs, a spam filter looks for specific criteria on which to base its judgments.

When xtra's spam filter judges an email as spam, the recipient does not receive the email, or even a warning an email was rejected.

Instead, the xtra email server sends a reply message to the sender advising the email sent to <[user](mailto:user@xtra.co.nz)>@xtra.co.nz was rejected as suspected spam.

#### How do I fix this issue ?

This document describes how xtra email users can "whitelist" specific email addresses and tells xtra not to reject any emails from these addresses.

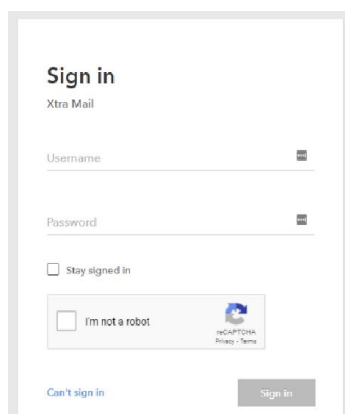
A whitelist is an "allowlist". It is a positive method that explicitly permits the receipt of email from the named email address. By doing it this way, the general scanning and detection operation of the spam filter is not affected for all other attempts to send email to a user.

#### How to set up your whitelist

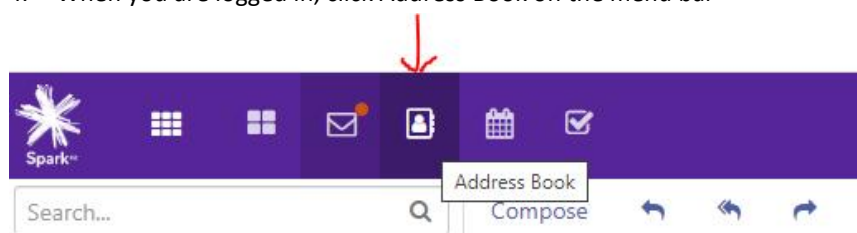
You cannot do this from your local email client app on your device – eg outlook, windows mail, apple mail etc.

**This must be done on your xtra email account on the xtra servers.**

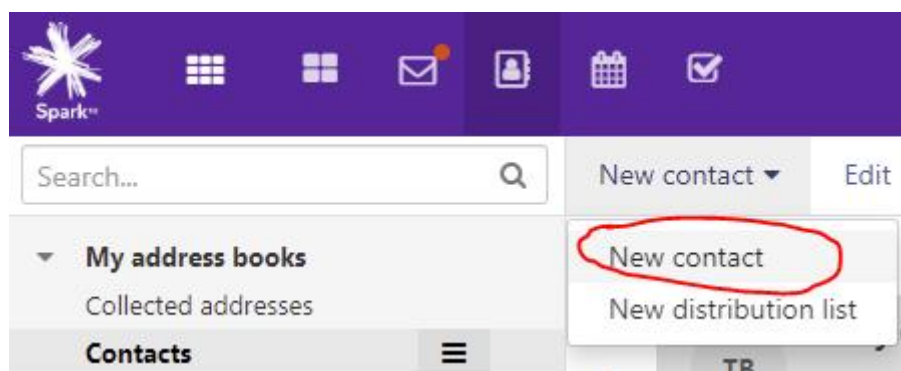
1. Open a new tab in your Browser
2. Go to: xtra.co.nz
3. Login to your xtra email account.
  - Your username is your extra email address



4. When you are logged in, click Address Book on the menu bar



5. On the new page, click New contact then on the dropdown menu, click "New Contact"



6. Then this page will appear:

- Fill out the necessary information. The email address is the most important item
- You don't need to fill in all the fields
- - click "save" when done

The screenshot shows a web browser window titled "New contact". At the top left is a circular placeholder for a photo with the text "Click to add photo". Below this are input fields for "First name" and "Last name". A green plus icon followed by "ADD PERSONAL INFO" with a dropdown arrow is positioned below the name fields. Further down are input fields for "Company" and "Department". Another green plus icon followed by "ADD BUSINESS INFO" with a dropdown arrow is below these fields. Below that are input fields for "Email 1" and "Cell phone". A third green plus icon followed by "ADD E-MAIL, PHONE, FAX" with a dropdown arrow is below these fields. At the bottom of the form is a fourth green plus icon followed by "ADD POSTAL ADDRESS" with a dropdown arrow.

That's it

7. From the main menu bar at top right where it shows your initials, click the symbol and then click "sign out"

