

AOL Users unable to receive e-mail from Dadeschools.net Users

PROBLEM: Dadeschools.net Users state that when sending e-mail to AOL Users they are not receiving the message.

SPECIAL NOTE: You need to be signed on to a Master Screen Name or a Screen Name on a General Access category to adjust the Mail Controls. A Master Screen Name is the first screen name you created for this account and any screen name you have assigned Master Screen Name status at AOL Keyword: Names.

A. CHECK THE MAIL CONTROLS

1. On the AOL menu bar
 - a. Click MAIL
 - b. Click BLOCK UNWANTED MAIL

*You can also go to AOL Keyword: Spam Controls.

- c. Select the Screen Name you wish to adjust from the drop-menu at the top of the Mail and Spam Controls window. For Screen Names on a General Access category, you can only adjust the Mail Controls for that Screen Name itself.
- d. Click 'Custom Sender List' link
- e. Select for the Screen Name, e-mail address, or domain that you would like to unblock on the list of e-mail addresses you have blocked, then click REMOVE
- f. Click SAVE
- g. Click SAVE on the Mail and Spam Controls window

B. CHECK THE SPAM FOLDER

Check your Spam Folder to ensure your spam filters have not caught any mail incorrectly.

2. On the AOL menu bar
 - a. Click MAIL
 - b. Select SPAM FOLDER
3. Locate the e-mail that came from the sender
 - a. Select it
 - b. Click THIS IS NOT SPAM. AOL will now look for similar mail and make sure to place them in your inbox.

C. ADD THE SENDER ON THE ADDRESS BOOK

1. On the AOL menu bar
 - a. Click MAIL
 - b. Select ADDRESS BOOK
 - c. Click ADD
2. Type the information under the Contact, Home, Work, or Details tabs,
 - a. Click SAVE.

AOL has developed a site for Internet users who are experiencing problems sending e-mail to AOL or for people who have questions about AOL's e-mail and junk e-mail policies. Please visit this site: <http://postmaster.info.aol.com>