

MISSING EMAILS FROM MBMAG? HERE'S WHAT YOU CAN DO

Find the link associated with your email provider and/or email program to learn how to add the following 3 addresses to your email "allow" list in order to receive all emails from the guild. Instructions are below.

@mbmag.org (for adding all emails from our website to your *allow list* at once)
montereybaymetalartsguild@gmail.com
mbmag-members@googlegroups.com

The wording in your email program or provider use may differ. Many use the terms block/unblock

Microsoft uses the term "safe sender"

Gmail calls it an "allow list"

Yahoo calls these "approved senders"

Apple refers to blocking or unblocking "senders"

apple instructions: <https://support.apple.com/guide/mail/block-or-unblock-senders-mlhl0898d7bb/15.0/mac/12.0>

iphone instructions:

https://support.apple.com/kb/index?page=search&q=unblock%20sender&requestid=&product=¤tPage=1&locale=en_US&includeArchived=false&doctype=&supportAnswerIndex=0

outlook web app: <https://support.microsoft.com/en-us/office/block-or-allow-junk-email-settings-48c9f6f7-2309-4f95-9a4d-de987e880e46>

outlook on the web: <https://support.microsoft.com/en-us/office/block-senders-or-unblock-senders-in-outlook-on-the-web-9bf812d4-6995-4d19-901a-76d6e26939b0>

outlook.com: <https://support.microsoft.com/en-gb/office/safe-senders-in-outlook-com-470d4ee6-e3b6-402b-8cd9-a6f00eda7339>

A separate file contains illustrated instructions for **gmail**

Yahoo: <https://www.wikihow.com/Add-Approved-Senders-to-Yahoo!-Mail>

Hotmail: <https://www.wikihow.com/Add-Approved-Senders-to-Hotmail>

Fastmail: <https://www.fastmail.help/hc/en-us/articles/1500000278142-Improving-spam-protection#whitelist>

Charter.net/Spectrum users: <https://www.spectrum.net/support/internet/email-safe-senders-list-bhn-twc>

Aol.com: <https://help.aol.com/articles/aol-mail-mail-settings>

att.net / pacbell.net / sbcglobal.net: <http://sm.att.com/915b2864> or <https://forums.att.com/conversations/att-internet-email-security/how-to-unblock-a-particular-email-address-to-an-sbcglobalnet-email-account/5defef3bbad5f2f606ff207e>

Cruzio.com: If you receive a junk mail message from what appears to be a Cruzio member, please [forward the message with complete headers](#) to abuse@cruzio.com. <<mailto:abuse@cruzio.com>> Be sure to explain why you're sending it, so the reader doesn't assume it's spam!

Comcast: Comcast / Xfinity has caused problems receiving email for many of its customers since 2019. The guild has requested that mbmag.org be added to their 'allow list' but that doesn't solve the problem. The solution requires a call to Comcast's special # below. Here is the history and details with solution at the bottom:

Their "xFI Advanced Security" option is causing the problem. The following is *not a great solution because it turns the entire advanced security option off*: go into the xfi app or log on to myxfi, go into More, My Services, and Disable xFI Advanced Security.

SOLUTION FROM COMCAST:

STEP 1: you'll need to add email addresses as approved senders, contacts aka "safe" senders in your email list. This link <https://comca.st/32nO4in> goes over the steps to add a contact to your email address book and this should help! BUT, people still have problems

Here's the longer version of the same link:

<https://www.xfinity.com/support/articles/delete-contact-universal-address-book?linkId=116517850>

Below you'll see that this doesn't solve the problem. (info from this link):

<https://forums.xfinity.com/conversations/your-home-network/any-way-to-whitelist-a-website-in-my-xfinity-gateway/60f992dc887153799670a896?commentId=60f99bdea4647f1b2c3bfac6>

Also see <https://forums.xfinity.com/conversations/email/how-to-prevent-email-from-going-to-the-spam-folder/602dafffc5375f08cd1ec7b9>. Note that you cannot add just the email domain (ex: @mbmag.org), you need to use a complete email address (ex: exhibits@mbmag.org, announce@mbmag.org, etc).

Also note that if Comcast is blocking email from one of these domains, you won't get it even if you've added the sender's address to your address book.

STEP 2: If that's the case Comcast Security Assurance should be able to help. You can reach them at the contact phone number listed on this page <https://internetsecurity.xfinity.com/help/report-abuse/>. Note that this is **NOT one of the general customer service numbers**.

The first-line reps there are sometimes not very helpful, so you may need to be persistent and keep at them until you get a satisfactory answer.

As the previous COMCAST website solution said: try contacting this team about it; here are their hours and a phone #:

Comcast Customer Security Assurance. You can contact them online using the link below;

<https://internetsecurity.xfinity.com/help/report-abuse?linkId=112319761>

<https://comca.st/3u0v8mI> is a shorter link to the same page

Business Hours: 6:00am - 2:00am EST, 7 days a week Or call them at 1-888-565-4329 or 1-844-355-8719