CANYON BIBLE CHURCH

CanyonBible.org

Worship Service
Sunday 10:00 AM
Communion: Monthly on 3rd Sunday

Canyon Bible Church, Inc.
1342 NM 333 ● Suite D
Tijeras, NM 87059
(505) 407-1609

E-MAIL WHITELIST HELP

Since your ISP probably uses some type of spam filter we ask that you add us to your trusted list of senders, contacts or address book. All also known as whitelisting.

If you do not see an e-mail from **CanyonBible.org** in your inbox, due to the overzealous filtering by ISPs, Our e-mail may have mistakenly been sent to your spam folder. Please **open your spam folder** look for it there, **open it** and mark it as **"not spam"**...

If the above doesn't work, click one of the links corresponding to your ISP, e-mail client or spam filter to Whitelist **CanyonBible.org**.

ISPs: AOL, AOL Web Mail, AT&T, Comcast, Earthlink, Gmail, Hotmail Live, Windows Live and MSN, Yahoo

e-mail Clients: Blackberrys, Mozilla Thunderbird, Outlook 2003 (or higher)

Spam Filters: Barracuda Networks, Choice-mail, Cloudmark SpamNet, Mailblocks, MailShield, MailWasher, McAfee Spamkiller, Norton AntiSpam, Oddpost, SpamAssassin, SpamButcher, Spameater Pro, SpamFighter, Spam Inspector, Spam Interceptor, SpamPal, Spam Sleuth, Trend Micro PC-Cillin, Other Spam Filter Providers.

If you use Spam Arrest or other challenge response spam filter please whitelist **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.

ISPs:

AOL

To make sure e-mail gets delivered to your AOL inbox, you must add the e-mail address or corporate domain of the sender to your Address Book or Custom Sender List.

1. Click the "Spam Controls" link on the lower right side of your inbox screen.
2. When the "Mail & Spam Controls" box appears, click the "Custom sender list" link.
3. Choose the "allow e-mail from **?@CanyonBible.org"** option, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
4. Add the domain or e-mail address you would like to receive mail from, then click "Add"
5. Click "Save"

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AOL Web Mail

If using AOL web mail replying to an e-mail from **CanyonBible.org** will also work.

E-mail from that domain will now be delivered straight to your Inbox.

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AT&T

1. Open the e-mail message from the sender you want to add to your address book.
2. Click on the "Save Address" link (below) next to the "From Address.
3. Check the "Add to Contacts" box (below) and click "Save.

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Comcast

1. Click on the [Save Address] link at the top of the message (it's next to From Address).
2. For the field titled First Name, please enter **CanyonBible.org**
3. Then click Save Entry and you're all done.

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Earthlink

If you are not receiving e-mail at Earthlink, there are two actions you can take.

1. Check "Suspect e-mail " folder
2. Add to your address book

With Earthlink, if you have SpamBlocker turned on, suspect messages are automatically sent to your Suspect e-mail folder if the domain is not in your address book.

Suspect E-mail Folder

1. While in the "Suspect E-mail " folder, if you see **?@CanyonBible.org**
2. Select the "Move to Inbox and Add Contact" option from the pull down menu.
3. This will add **?@CanyonBible.org** to your Address Book for future e-mail delivery assurance, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.

Address Book Inclusion

1. Open the e-mail.
2. Click "Add to Address Book" in the e-mail header.
3. Use the "Address Book Editor" to verify the sender's contact details and click "save."
4. Fill in **?@CanyonBible.org** as the e-mail address of the sender, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Any e-mail sent with the same domain (right of the @ sign) will now be delivered to your Inbox.

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Gmail

To make sure e-mail gets delivered to your inbox, you must add the e-mail address **?@CanyonBible.org** to your contacts list, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.

1. Click the drop down arrow next to "Reply" in the upper right side of your inbox screen.
2. Click the "Add **?@CanyonBible.org** to Contacts List" from the list that appears.
3. You will now see **?@CanyonBible.org** appear under the link "Contacts" on the left side of the page.
4. Click the link "Contacts" and the in the "Search Contacts" form field.
5. Now you can select to move **?@CanyonBible.org** to a contact list of choice and edit any details .

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Hotmail Live, Windows Live and MSN

In the new Hotmail you must "Mark sender as safe" to enable hyperlinks even in text e-mails and images in HTML e-mails.

Entering the e-mail contact in the address book or contacts no longer whitelists the sender

To ensure messages from specific e-mail addresses are not sent to your Junk e-mail folder, you can do one of two things:

A. Using Existing E-mail

1. Check the "Junk" folder if you do not see the **CanyonBible.org** e-mail in your inbox
2. Click the "Mark as safe" link
3. Add **?@CanyonBible.org** to your Safe List, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.

Attachments, pictures, and links in this message have been blocked for your safety. Show content

CanyonBible.org Prayer@CanyonBible.org

From:Prayer@CanyonBible.org   You may not know this sender. Mark as safe | Mark as unsafe
Sent: Fri 2/14/14 12:01 PM
Reply-to: Prayer@CanyonBible.org

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1. Click "Show content" to view the body of the e-mail if it contains images and HTML
2. Click "Mark as safe"
3. **CanyonBible.org** will now be added to your list of "Safe senders"

B. Manually Add to Safe List

1. Click "Options" in the upper right corner of your Hotmail screen
2. In the Body of the page under "Junk e-mail" click the link "Safe and blocked senders"
3. Click the link "Safe senders"
4. Enter the e-mail address **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Click "Add to list"

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Yahoo! Mail

If you're not receiving e-mail you are expecting, there are two things you can do:

1. Use the "Not Spam" button in your Bulk folder.
2. Create a filter to automatically send e-mail from certain domains to your Inbox. This is the only way to really ensure delivery.

Report as "Not Spam"

1. - Check your Yahoo! Bulk folder
2. - If you see the e-mail from **CanyonBible.org**, highlight it and click "Not Spam"
3. - This does not guarantee that your mail will be delivered in the future, but it does help.

Create a Filter

1. Click "Options" in the top right navigation bar
2. Select "Mail Options" from the list that drops down
3. Choose "Filters" located on the left side of the page
4. Click the "Add" button on the Filters page
5. Choose the field you want to match in the incoming message. For example, "header" or "to".
6. Choose the criterion by which you want a match to be made, such as "contains"
7. Enter the text string to compare. For example: from **CanyonBible.org**
8. Choose the destination folder to which you would like the message delivered. For example: Inbox

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E-mail Clients:

BlackBerrys

1. Scroll **up** to the message header
2. Get to the field where their name is listed, click the **Berry button** and then click **Show Address**
3. Select and copy **?@CanyonBible.org** to the clipboard, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
4. Go into **Address Book** and find the user
5. Select **Save**
6. Click to edit it, and then click the Berry button to add another e-mail address
7. Paste it in and click Save

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Mozilla Thunderbird

1. Click the **Address Book** button.
2. Make sure the **Personal Address Book** is highlighted.
3. Click the **New Card** button. This will launch a New Card window that has three tabs: Contact, Address and Other.
4. Under the **Contact tab**, copy and paste the "From" address, **?@CanyonBible.org** into the e-mail dialogue box, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Click **OK**

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Outlook 2003 (or higher)

Because of the various e-mail platforms that can work with Outlook, it is tricky to tell you how to receive all e-mail to your Outlook inbox. We can tell you, however, how to make sure you can see all the e-mails you receive as they were intended to be seen - with images. If a company is not in your address book or "Safe Sender" list, your HTML images will not display.

To have HTML display correctly, users can:

- Change their automatic download settings
- Add sender to your address book
- Add your e-mail or domain to their approved sender list

To change settings:

1. Right click on a non-displaying image in an HTML e-mail
2. Choose "Change automatic download settings" option
3. When the popup comes up, uncheck the first box in the list that says "don?t download pictures or other HTML content automatically
4. Click "OK"

To add sender to address book:

1. Open the e-mail
2. Right click on the from address
3. Choose "Add to contacts" option

To add domain to safe sender list:

1. Right click on a non-displaying image in an HTML e-mail
2. Choose "Add the domain to the safe sender list" option

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Spam Filters:

Barracuda Networks

The Barracuda Spam Firewall is a popular spam filtering solution. Barracuda uses several algorithms and processes to determine whether e-mails are spam. Occasionally, it will mark a legitimate message as spam. There are two methods to whitelist e-mail senders so that the firewall will not quarantine future e-mail.

Whitelist Quarantined Senders

1. Open your e-mail client. Barracuda should send you a summary each day listing quarantined items. Choose the most recent Barracuda e-mail message.
2. Locate the e-mail from **CanyonBible.org** and the sender e-mail address **?@CanyonBible.org** that you do not want quarantined in the future, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**. Click on the word **Whitelist**, which is in green print to the right of the e-mail title. This will open your list in a web browser.
3. Click the box to the left of the e-mail that you would like to whitelist. At the top of the page, click **Whitelist**. Barracuda will not block or quarantine the sender whose e-mail address appears on the whitelist.

Whitelist Senders and Domains

1. Open your web browser. Navigate to your company's Barracuda firewall homepage.
2. Click on the **Block/Accept** tab.
3. Choose **Sender Domain Block/Accept**. Enter the domain name **CanyonBible.org** to whitelist. You may enter a comment to remind you why you allowed this domain. Click **Add**.
4. Click your mouse on the **E-mail Sender Block/Accept** tab. Enter the e-mail address of an individual sender that you want to whitelist, such as **Prayer@CanyonBible.org**. Include a comment. Click **Add**. In the future, Barracuda should not block e-mails from this sender.

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Choice-mail

1. Open Choice-mail.
2. Click the **Senders** tab.
3. Choose **Approve another Sender**.
4. Type in the sender's e-mail address **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Click **OK**.

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Cloudmark SpamNet

1. Select **Cloudmark | Options...** from the Cloudmark **SpamNet** toolbar in Outlook.
2. Click **Advanced**.
3. Go to the **Whitelist** tab.
4. Click the **Add** button.
5. Type: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
6. Click **OK**.
7. Click **OK**.
8. Click **Yes**.
9. Click **OK**.

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Mailblocks

1. Click the **Addresses** tab.
2. Click **New**.
3. Type: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
4. Make sure **Accept Mail From This Address** is selected under **Receiving** options.
5. Uncheck **Display in People Picker** under **Other** options.
6. Click **Submit**.
7. Click **OK**.

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MailShield

1. Click **Friends** from the toolbar.
2. Click **Add**.
3. Type: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
4. Click **OK**.

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MailWasher

1. Click **Tools**, then **Blacklist & Friends**.
2. Click **Add...** on the right, the **Friends** list side.
3. Make sure **Plain** e-mail address is selected.
4. Type: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Click **OK**.
6. Click **OK**.

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McAfee Spamkiller

1. Select **Friends** from the **McAfee SpamKiller** sidebar.
2. Click **Add a friend**.
3. Make sure **All users at a domain** is selected under Friend type.
4. Type the domain name you want to whitelist under **Address**: **CanyonBible.org**
5. Optionally, enter **CanyonBible.org** to help you recognize the domain under Name.
6. Click OK.
7. Click OK.

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Norton AntiSpam

1. Start up **Norton AntiSpam**.
2. Click the **Status & Settings** tab.
3. Click **AntiSpam**.
4. Click **Configure**.
5. Click **Allowed List** tab.
6. Click **Add** button.
7. In the 'e-mail Address' box, enter **?@CanyonBible.org** into the e-mail dialogue box, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
8. Click **OK**.
9. Click **OK**.

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Oddpost

1. Check your **Probably Spam** folder.
2. If you see that **CanyonBible.org** was incorrectly filtered out

3. Select it
4. Click the **Move to Inbox** and Mark as **Not Spam** button.

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SpamAssassin

1. Add the following entry to your **user_prefs** file, which is found in the **.spamassassin** subdirectory on your web/mail server
2. **whitelist_from ?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
3. Save the **user_prefs** file or move the updated copy to your **.spamassassin** subdirectory.

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SpamButcher

1. Click the **Configure** button.
2. Go to the **Known Senders** tab.
3. Click **Add** under **Known Good Senders and Recipients**.
4. Type: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Click **OK**.
6. Click **OK**.

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Spameater Pro

1. Click **Filters** from the sidebar.
2. Click the **Approved Senders** tab.
3. Click **Add Filter**.
4. Type: **?@CanyonBible.org** under address, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Choose **Full e-mail Address** under **Address Type**.
6. Select e-mail Domain **CanyonBible.org**.
7. Click **OK**.

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SpamFighter

Highlight the e-mail from **CanyonBible.org** with the e-mail address **?@CanyonBible.org** to whitelist, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.

Click **More** in the SPAMfighter Toolbar and select **Whitelist**.

Here you can choose if you want to Whitelist an e-mail address, such as **Prayer@CanyonBible.org** or the whole domain, such as **CanyonBible.org**.

To be sure that all e-mails from people in your Outlook contacts get through to you, you can import and Whitelist them.

To do this, follow these steps:

1. Click **More** in the SPAMfighter toolbar.
2. Then **Options**.
3. Then **Filter settings**.
4. Then **Blacklists & Whitelists**.
5. Then **Whitelist e-mail address**.
6. Then **Import**.
7. Select your **Address Book** and click on **Check all**.
8. Click **Add**.
9. Click **Apply**.

If you get a pop-up box offering you to upgrade to SPAMfighter Pro it is because you have exceeded the limit of 100 addresses. You can fix this by buying SPAMfighter Pro or by deleting some of the addresses in your Black/White list. If you want delete addresses, please go to:

1. Click **More** in the SPAMfighter toolbar.
2. Then **Options**.
3. Then **Filter settings**.
4. Then **Blacklists & Whitelists**.

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Spam Inspector

1. Select **Spam Inspector**
2. Then **Manage Friends List** from either the **Spam Inspector** toolbar or from the **Outlook** menu.
3. Make sure **E-mail** is selected under **Add a New Friend**.
4. Type: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
5. Click the **>>** button.
6. Click **Close**.

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Spam Interceptor

1. Follow the Trusted link under **> Authentication Lists**.
2. Enter the e-mail address: **?@CanyonBible.org**, where "?" is **Business**, **Meals**, **Men**, **Notice**, **Prayer** or **Women**.
3. Click Add.

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SpamPal

1. Click on the SpamPal system tray icon with the right mouse button.
2. Click **Add to Whitelist** from the menu.
3. Type: ***@CanyonBible.org**
4. Click Add.

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Spam Sleuth

1. Select **File**, then **Configure**.
2. Go to the **Friends** category.
3. Make sure **Active** is checked.
4. Type: ***@CanyonBible.org** on a line by itself in the entry field.
5. Click OK.

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Trend Micro

If you received an e-mail message that was incorrectly moved to the Spam Mail folder by the Anti-Spam Toolbar you can prevent this from occurring in the future.

The Anti-Spam Toolbar detects spam by looking for certain keywords in the e-mail's subject or body and matching it with the anti-spam pattern file. Occasionally, it may detect what you consider legitimate e-mail as spam.

To prevent this from occurring you can do either of the following:

- Add the sender to the list of Approved Senders.
- Decrease the Spam e-mail Filter Strength.

Note: You can also select the e-mail and click **Not Spam** to report it to Trend Micro. However, this feature serves only as a reference when we develop our spam database, and it may not have an effect on how the toolbar detects spam.

Add the sender to the list of Approved Senders

1. Open Microsoft Outlook or Outlook Express.
2. Click the **Spam Mail** folder then select the legitimate e-mail detected as spam.
3. Click **Approve Sender** on the toolbar.
4. Click **Yes** when the confirmation message appears.

Decrease the Spam e-mail Filter Strength

1. Open Microsoft Outlook or Outlook Express.
2. Click **Trend Micro Anti-Spam** then click Settings.
3. On the **Spam Filter** tab, move the slider bar to select a lower filter strength.
4. Click OK to save your settings.

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Other Spam Filter Providers

If **CanyonBible.org** is being filtered, try adding the following to your Address Book or Contact List:

If messages continue to be sent to your junk folder contact your ISP or spam filter application support and ask how to whitelist e-mail addresses.

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If you need further help please contact the Webmaster at Webmaster@CanyonBible.org.

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