

MAKING SURE YOU RECEIVE FDM E-MAILS



FDM sometimes sends e-mail notices to our registered users. Many e-mail programs (e.g., Outlook, AOL, Hotmail, etc.) have spam blockers that might prevent you from receiving some FDM emails.

To ensure that you receive FDM e-mails, we recommend:

- **Checking your e-mail filter/junk e-mail setting** - You may need to change your settings to allow FDM e-mails to reach you.
- **Adding FDM to your Safe Senders List**- Some e-mail clients require that you add an e-mail address to your address book to place it on a "safe" list. Add FDM_DONOTREPLY@conus.army.mil to ensure FDM messages won't mistakenly be sent to your Junk folder.
- **Contacting your e-mail service provider** - Your Agency or e-mail service provider may be operating anti-spam filtering systems on their mail servers. Check with them. FDM adheres to the best practices of permission-based e-mailing. Please contact your Internet Service Provider to assist you in enabling the receipt of FDM e-mails.

Note: If you are a registered FDM Filer who has never received an e-mail from FDM (FDM_DONOTREPLY@conus.army.mil) you should check your e-mail address in FDM on the **My Info | Contact Info** screen to be sure it is correct. You may need to contact your Ethics Official or Supervisor to discuss any outstanding reports or FDM use.

INSTRUCTIONS FOR COMMONLY USED E-MAIL PROVIDERS

Below are instructions for some of the more popular e-mail clients. If yours isn't here, please contact your Internet Service Provider's customer service team for their instructions. Please log in to your e-mail and follow the steps below to add FDM to your Safe Senders list.

Missing an e-mail?

Check in your Junk, Spam or Bulk e-mail message folder.

Outlook

1. Under **Tools | Options | Preferences** select **Junk E-mail** and then select the protection level that you want.
2. To add our address to your Safe Senders List:
 - a. Open an FDM e-mail and then go to **Actions** on your e-mail menu bar.
 - b. Select **Junk E-mail** from the drop-down menu.
 - c. Select **Add Sender to Safe Senders List**.

Alternatively,

3. Go to **Tools|Options**.
4. Under **Preferences**, click **Junk E-mail**.
5. Click on the **Safe Sender** tab and then click **Add**.
6. Type FDM_DONOTREPLY@conus.army.mil in the text box.

AOL

1. Go to **Settings** and then select **Spam Settings**. On the left side click **Spam Settings** and then select the protection level that you want.

To add our address to your 'People I Know' list.

2. Open an FDM e-mail and then click **Add Address**.
3. Alternatively, you can just send an e-mail to FDM_DONOTREPLY@conus.army.mil and that will add us to your 'People I Know' list automatically. Even if the e-mail you send doesn't get through to us (for whatever reason), the act of sending it does the job of putting FDM into your 'People I Know' list - and that's what counts.

Gmail

1. Open an FDM e-mail and click on arrow beside **Reply for More Options**.
2. Click on **Add Sender Email to Contacts list**.

Windows Live Hotmail

1. Windows Live/Hotmail - Select **Options |More options**
2. Under **Junk e-mail**, click **Filters** and reporting and then select the protection level that you want.

To add our address to your Safe Senders list:

3. Click **Options**.
4. Under **Junk Email**, click **Safe and Blocked Senders**.
5. Select **Safe Senders** and then type FDM_DONOTREPLY@conus.army.mil
6. Click **Add To List** and then click **OK**.

Yahoo

1. Click the **Options** menu, and choose **More Options**. Click **Spam** and then select the protection level that you want.

To add our address to your Safe list:

2. Click **Mail Options** and then click **Filters**.
3. Click **Add Filter**.
4. Make sure **Contains** is selected in the drop-down menu and then type FDM_DONOTREPLY@conus.army.mil in the text box to add to your safe list.
5. Select **Inbox** from the **Move The Message To** drop-down menu.