

## TO ENSURE THAT YOU GET CORRESPONDENCE FROM ROCK BROOK AND CCB

Many email service providers and internet service providers have SPAM filters to keep out unsolicited email. Due to the volume of users we have, Church Community Builder sends a lot of email. This occasionally causes email service providers to interpret our emails as SPAM.

To make sure that you can receive our email sent on your behalf, you can "**whitelist**" email sent through Church Community Builder. **Whitelisting means that you set up your email software to accept incoming email from a specific email address or domain, overriding your email service provider's SPAM filter.**

Church Community Builder uses several email addresses for communication with users. Therefore, the most effective way to make sure that you receive our email is to whitelist the entire domain. Depending on the exact email service or program you are using, whitelisting a domain may be done by entering something like one of the following:

ccbchurch.com  
@ccbchurch.com  
\*ccbchurch.com

In the event that your email service or program cannot whitelist entire domains, we would suggest you add these individual addresses to your whitelist:

notifications@ccbchurch.com  
returns@ccbchurch.com  
no-reply@ccbchurch.com

Since every email system is different,\* we have included whitelisting instructions for a few popular email service providers below.

**AOL** – <http://support.churchcommunitybuilder.com/customer/portal/articles/423879-aol>

**Yahoo** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423880-yahoo>

**Hotmail/MSN** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423881-hotmail-msn>

**Gmail** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423894-gmail>

**Outlook 2003 or higher** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423895-outlook-2003-or-higher>

**Norton AntiSpam** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423902-norton-antispam>

**McAfee Spamkiller** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423903-mcafee-spamkiller>

**Spam Assassin** - <http://support.churchcommunitybuilder.com/customer/portal/articles/423904-spam-assassin>

\*For further information regarding how your email system handles SPAM, please contact your email provider. Church Community Builder attempts to find the most up-to-date information, but you will be best served by contacting your email service provider directly for any specific needs.

**\*\*\*Gmail users- Due to recent changes in Gmail, CCB emails may be appearing in your "promotional folder"**

9/27/2013