

Popular Email Program Junk/Spam Filter Guide

*** This guide was assembled as a courtesy to our subscribers and we hope that you will find it useful. Compass Investors does not support and cannot help diagnose email delivery problems other than to confirm that we have sent the email. If this guide does not help correct your problem, please consult with the provider of your email or spam/junk filter service***

Unsolicited, unwanted advertising e-mail, commonly known as 'spam' has become a big problem. It has reached such proportions that most e-mail services and Internet Service Providers (ISPs) have put some sort of blocking or filtering system in place or begun relying on self-proclaimed blacklists to tell the good guys from the bad. We applaud their intention to protect you from spam, but everyone agrees that the current systems for stopping spam are far from a perfect solution. They too often block e-mail that you have requested, but that fits somebody's idea of what spam looks like. The more responsible anti-spam companies and activists are working hard to cut down on these 'false positives', but in the mean time, you might unexpectedly find you are not getting the e-mails you subscribed to. **There is something you can do to keep e-mails you want to receive from being erroneously identified as spam.** You can fight the blacklists with a 'white-list'.

One thing you can do no matter what e-mail system you are using is add the email address contained in the "From" line of the desired email to your address book. This address is typically customerservice@compassinvestors.com (for Compass Investors mailings) or reports@compass-institute.com (for Compass Institute mailings).

Below are instructions for some of the more popular ones. Scroll down or click on your email provider/ISP from the list below. If yours is not listed here, please contact your ISP's customer service department for their instructions. If you are using some sort of spam filtering or blocking software yourself (in addition to what your ISP provides), we have also listed instructions on how to exempt your valued e-mails from some of the more popular of those programs.

- [AOL](#)
- [Yahoo](#)
- [Hotmail](#)
- [Outlook 2003](#)
- [Earthlink](#)
- [MSN](#)
- [Verizon](#)
- [gmail](#)
- [SpamCop](#)
- [SpamAssassin](#)
- [Spamkiller](#)
- [Mailblocks](#)

- [MailShield](#)
- [MailWasher](#)
- [CleanMyMailbox](#)
- [Oddpost](#)
- [Spam Inspector](#)
- [Spam Interceptor](#)
- [Spam Sleuth](#)
- [SpamButcher](#)
- [Spameater](#)
- [SpamNet](#)
- [SpamPal](#)
- [Others](#)

AOL

For AOL version 9.0: you can ensure that valued e-mail is delivered to your Inbox by adding the sending address to your "People I Know" list.

- Open the *Compass Investors* or *Compass Institute* e-mail.
- Click the **Add Address** button (over on the right) to add that sender to your "People I Know" list.

Alternatively, you can simply send an e-mail to customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

Even if the e-mail you send does not get through (for whatever reason), the act of sending it does the job of putting the address into your "People I Know" list--and that's what counts.

If you are using an earlier version of AOL, you will need to set your Mail Controls instead. Here's how:

- Go to Keyword **Mail Controls**.
- Select the screen name *Compass Investors* or *Compass Institute* e-mail is coming to.
- Click **Customize Mail Controls For This Screen Name**.

For AOL version 8.0: Select **Allow email from all AOL members, email addresses and domains**.

- Click **Next** until the **Save** button shows up at the bottom.
- Click **Save**.

For AOL version 7.0: In the section for "exclusion and inclusion parameters", **include** the domain of the "From" address (compassinvestors.com or compass-institute.com).

Yahoo

To ensure that Compass Investors or Compass Institute e-mail is delivered to your Yahoo Inbox (not the Bulk Mail folder), you can instruct Yahoo to filter it to your Inbox. Here's how:

Open your Yahoo mailbox.

- Click **Mail Options**.
- Click **Filters**.
- Next, click **Add Filter**.
- In the top row, labeled **From header:**, make sure **contains** is selected in the pull-down menu.

Click in the text box next to that pull-down menu, then enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

At the bottom, where it says **Move the message to**, select **Inbox** from the pull-down menu.

Click the **Add Filter** button again.

Hotmail

If you are using Hotmail, you can ensure that Compass Investors or Compass Institute e-mail is delivered to your Inbox by adding the "From" address to your **Safe List**. Here's how:

- Log on and click the **Mail** tab to get into your mailbox.
- Click **Options** (It is over at the top right, next to **Help**).
- Click **Junk e-Mail Protection**.
- Select **Safe List**.

In the space provided, enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute).

- Click **Add**.
- When you see the address you entered in the Safe List box, click **OK**.

Alternatively, you can add the "From" address to your Contacts list:

Open the most recent e-mail from the sender you want to white-list.

- Click the **Save Address** button. (It is over to the right in the line of options just above the e-mail.)
- Click **OK**.

Outlook 2003

If you are using Outlook 2003 for your e-mail, you can make sure *Compass Investors* or *Compass Institute* e-mail is delivered to your Inbox by letting Outlook know you consider it safe. There are a few ways you can do this:

Open any e-mail from Compass Investors or Compass Institute, then add the sender (customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)) or the sender's domain (Compassinvestors.com) to your Safe List.

Or...

Add the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to **Personal Contacts** in your Outlook Address Book.

Or...

Open any e-mail from *Compass Investors* or *Compass Institute*, then select **Mark as Not Junk**.

Earthlink

If you are using Earthlink, you can make sure *Compass Investors* or *Compass Institute* e-mails are delivered to your Inbox by adding the sending address to your Address Book. Here's how:

- Click on **Address Book** (It is over on the left, below your Folders).
- When your Address Book opens, click the **Add** button.
- On the Add Contact screen, find the **Internet Information** box.
- Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) into the top **Email** box.
- Click **Save**.

MSN

If you are using **MSN version 9** for your e-mail, you can make sure *Compass Investors* or *Compass Institute* e-mails are delivered to your Inbox by adding the sending address to your Safe List. Here's how:

- Click on **Settings: E-mail | Junk e-mail** (It is at the bottom left of the screen, just above **Calendar**).
- On the E-mail settings screen, click **Junk E-Mail Guard**.
- Select **Safe List**.

In the space provided under "Add people to the safe list", enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click **Add**.

For **older versions of MSN**, you add our sending address to your Safe List like this:

- Click on **E-mail settings** (It is at the bottom left of the screen, just above **Calendar**).
- On the E-mail settings screen, click **Junk Mail**.
- Select **Safe List**.
- Click **Add an item to this list**.
- When the **Add To Safe List** box appears, enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)
- Click **Add**.

Verizon

If you are using Verizon for e-mail, you can ensure that *Compass Investors* or *Compass Institute* e-mails are delivered to your Inbox by adding the "From" address to your Safe List. Here's how:

Go to your Verizon Inbox.

- Click **Options**.
- Select the **Block Senders** tab (near the top of the screen).

On the Block Senders screen, you will see both a "Block Sender List" and a "Safe List". In the space where it says, "Enter e-mail address or sub domain to always accept even if the domain is blocked", enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

gmail

If you are using Google's gmail for e-mail, you can ensure that *Compass Investors* or *Compass Institute* e-mails are delivered to your Inbox by either adding the sending address to your Contacts list or by marking any incorrectly filed e-mail as "Not Spam". Here's how:

Open the latest issue of the e-mail you want to white-list.

- Click the **More Options** link. It is on the title line of the e-mail, over on the right, next to the date. (If you see "Hide Options" instead, then you already have the extra options visible and can just skip this step.)
- When the extra options are visible (just below the subject line), click the **Add sender to contacts list** link.

Alternatively, you can just send an e-mail to customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) and that will add the address to your Contacts list automatically.

Even if the e-mail you send does not get through (for whatever reason), the act of sending it does the job of putting the address into your Contacts list--and that's what counts.

If one of your *Compass Investors* or *Compass Institute* e-mails has been filtered into the Spam folder, you can prevent that ever happening again:

- Click on the **Spam** link to open your Spam folder.

Click on the wrongly filtered e-mail to open it.

- Click the **Not Spam** button at the top of the e-mail (right next to "Delete Forever").

SpamCop

If you are using SpamCop to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the "From" address to your White-list. Here's how:

- Open your browser and go to this page: <http://webmail.spamcop.net/>

Log into your SpamCop account.

- Click on the **Options** icon in the toolbar.
- Under *Mail Management* (in the middle), click **SpamCop Tools**.
- Select **Manage your personal white-list**.
- Near the bottom, where it reads "Click here to add to your white-list", click on **Click here**.

Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) in the first empty slot.

- Click **Submit**.

SpamAssassin

If you are using Spam Assassin to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the "From" address to the White-list in your User Preferences. Here's how:

- Search your hard drive for the **spamassassin** folder, then open it.
- In that folder should be a file named *user_prefs*. Open it with a text editor (Notepad, for example). If there's no such file, you can create it. The detailed instructions are at http://spamassassin.taint.org/doc/Mail_SpamAssassin_Conf.html.
- Make a new (blank) line in the file. On that line, enter **white-list_from**, followed by the address *customerservice@compassinvestors.com* (for Compass Investors) or *reports@compass-institute.com* (for Compass Institute)
- Save the file and close it.

Spamkiller

If you are using McAfee's Spamkiller to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the "From" address to your list of Friends. Here's how:

- On the Spamkiller sidebar, click **Friends**.
- Click **Add**.

Enter the address *customerservice@compassinvestors.com* (for Compass Investors) or *reports@compass-institute.com* (for Compass Institute)

- Click the **OK** button.

Mailblocks

If you are using Mailblocks to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the "From" address to your "Accept Mail From" list of addresses. Here's how:

- In Mailblocks, click the **Addresses** tab.
- Select **New**.

Enter the address *customerservice@compassinvestors.com* (for Compass Investors) or *reports@compass-institute.com* (for Compass Institute)

- In the *Receiving Options*, select **Accept Mail From This Address**.
- In the *Other Options*, make sure **Display in People Picker** is *not* selected.
- Click **Submit**.
- Click **OK**.

MailShield

If you are using MailShield to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the "From" address to your list of Friends. Here's how:

- On the MailShield toolbar, click **Friends**.
- Click **Add**.

Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click the **OK** button.

MailWasher

If you are using MailWasher to filter your incoming e-mail, you can exempt valued e-mail from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your list of Friends. Here's how:

- In MailWasher, select **Tools**.
- Select **Blacklist & Friends**.
- On the right-hand side is the "Friends" list. Click the Friends **Add** button.
- Select **Plain email address**.
- Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) then click **OK**
- Click **OK** again.

CleanMyMailbox

If you are using CleanMyMailbox to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding our "From" address to your White-list. Here's how:

- Click the White-list button.

Add to the list the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click the **Submit List** button.

Oddpost

If you are using Oddpost to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by marking it as "Not Spam"--but only if it has been incorrectly identified as spam in the first place. Here's what to do:

Find any e-mail from Compass Investors or Compass Institute that's in your Probably Spam folder.

Click on that e-mail to select it.

- Click the **Move to Inbox and Mark as Not Spam** button.

Spam Inspector

If you are using Spam Inspector to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process. Here's how:

Open Outlook.

- On the Spam Inspector menu or toolbar, find and select **Manage Friends List**.
- In the *Add a New Friend* area, select **E-mail**.

Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click the >> (add) button.
- Click **Close**.

Spam Interceptor

If you are using Spam Interceptor to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your list of Trusted senders. Here's how:

Open Spam Interceptor and select Authentication Lists.

- Click **Trusted**.

Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click **Add**.

Spam Sleuth

If you are using Spam Sleuth to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your list of Friends. Here's how:

Open Spam Sleuth.

- From the **File** menu, select **Configure**.
- In the *Friends* category, make sure **Active** is selected.

In the space provided for the list, make a new (blank) line and on it enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click **OK**.

SpamButcher

If you are using Spam Butcher to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your Know Senders list. Here's how:

Open Spam Butcher and click the **Configure** button.

- Select the **Known Senders** tab.
- Under *Known Good Senders and Recipients*, click **Add**.
- Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) and click **OK**.
- Click **OK**.

Spameater

If you are using Spameater to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your list of Approved Senders. Here's how:

On the Spameater sidebar, click **Filters**.

- Select the **Approved Senders** tab.
- Click **Add Filter**.
- In the *Address* space, enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)
- For *Address Type*, select **Full Email Address**.
- Click **OK**.

SpamNet

If you are using Cloudmark's SpamNet to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your White-list. Here's how:

Open your Outlook Inbox.

- On the *Cloudmark SpamNet* toolbar, click **Options**.
- Click **Advanced**.
- Select the **White-list** tab.
- Click the **Add** button.
- Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) and click the **OK** button.
- Click **OK** again, then **Yes**, then **OK** one last time.

SpamPal

If you are using SpamPal to filter your incoming e-mail, you can exempt *Compass Investors* or *Compass Institute* e-mails from the filtering process by adding the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute) to your White-list. Here's how:

When SpamPal is running, find the SpamPal icon in your Windows system tray and right-click on it.

- Select **Add to White-list**.

Enter the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- Click **Add**.

Others

Many popular e-mail programs, including older versions of Outlook, Outlook Express, Eudora, and Netscape Mail, do not provide a convenient way for you to white-list the folks you want to receive e-mail from. If you are using this sort of e-mail system and you either aren't getting e-mail you value or want to make sure you continue to receive it in the future, you can do something about it.

Contact the customer service people or the postmaster at the company that provides your e-mail or Internet connection (your ISP). Explain to them what subscriptions are e-mail that you asked for (or paid for) and value. Ask them if they can white-list the sender. (Unfortunately, some e-mail systems do not allow white-listing.) If they do white-list, they'll probably ask you for some information about the publisher. Here's what to tell them:

Sending Address: If your ISP asks for the "sender" or "from" address, give them the address customerservice@compassinvestors.com (for Compass Investors) or reports@compass-institute.com (for Compass Institute)

- **Domain:** If your ISP needs to know the domain *Compass Investors* or *Compass Institute* is mailing from, try forwarding them one of our e-mails. The domain is in the "header" of every e-mail. If that does not work, you will have to contact the publisher to ask them what domain they're sending from. There might be more than one, especially if you have multiple subscriptions.

IP Address: If your ISP asks for the sending IP address, try forwarding them one of our e-mails. The "originating IP" is in the "header" of every e-mail. If that does not work, you will have to contact us to ask what IP address we are sending from.