# RECEIVING EMAILS FROM JJ's WASTE

If you (or your company) have opted to receive JJ's Waste & Recycling (JJ's Waste) invoices via email and you are not receiving them, the emails may be blocked by your spam filter or company firewall.

To make sure that you receive our emails, we offer the following guidelines to assist you in adding JJ's Waste to your *whitelist*.

What is a *whitelist*? A *whitelist* or *safe sender list* is a list of trusted email addresses that you want to receive emails from.

Adding an email address or email domain to your whitelist ensures that correspondence received from these addresses will not be blocked or filtered as spam.

The most common way to whitelist an email address is to add it to your email address book. If the email is in your SPAM folder, open the email and click the *"This is Not Spam"* button.

If you are unable to add our email address to your whitelist, please consult your company's IT Department. They should have the required information to add JJ's Waste to your whitelist.

Please contact the staff at your local JJ's Waste depot if you have any further queries.

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✉ *To coincide with our Company Rebrand from J.J. Richards & Sons Pty Ltd to JJ's Waste & Recycling we are changing our email addresses.*

📌 *This listing shows instructions for:*

- *Outlook*
- *Gmail*
- *Hotmail*
- *Mozilla Thunderbird*
- *Yahoo*

## Adding JJ's Waste & Recycling to your Whitelist.

Please follow the instructions detailed below for your specific email service provider.

### Outlook 2003/2007/2010

Adding an email address to your Safe Senders list:

1. Click "Options", located in the Tools menu
2. On the Preferences tab, click "Junk E-mail".
3. On the Safe Senders tab, click "Add".
4. In the "Add address box", copy and paste in the email address you want to whitelist then click "OK".
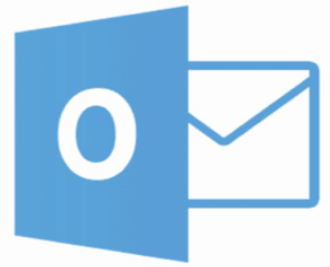
If you are using a different version of Outlook you can add the senders 'From' address to your Address Book.

This can be undertaken by opening the email, right clicking the 'From' address, and selecting "Add to Contacts".

You can also access your Address Book via the tools drop-down menu.

### Outlook 2016/2019/Office 365

Adding an email address to your Safe Senders list:

1. From the Home Ribbon / Tool Bar select the "Junk" dropdown
2. From the drop-down list under 'Junk' select 'Junk Email Options…"
3. Select the 'Safe Senders' tab located at the top on the right-hand side select 'Add' and enter the email address you want to whitelist then click 'OK'
4. Confirm the email address shows in the list and click 'OK' to save

NOTE: You can add an entire domain to your Safe Senders list eg. @jjswaste.com.au, this will whitelist all email addresses within the domain @jjswaste.com.au

### Gmail

Adding an email address to your Gmail Contacts List:

1. Click "Contacts" along the left side of any Gmail page.
2. Click "Create Contact".
3. Copy and paste the email address you want to whitelist into the primary email address dialog box.
4. Click "Save".
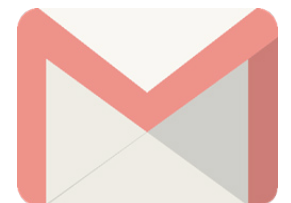
If the mailing is in your SPAM folder, check the box next to the mailing and click the "Not Spam" button along the top.

### Hotmail

Adding an email address to your Hotmail Safe List:

1. Click "Options" tab (upper right hand corner).
2. Click the "Junk E-Mail Protection" link.
3. Select the "Safe List" button.
4. Copy and paste the email address you want to whitelist into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.
6. If the mailing is in your "Junk E-Mail Folder", open the email and click the "Not Junk" button.

Also check that the mailing's email address is not in your Blocked Senders list. You can find your Blocked Senders list by following the directions above and going to "Blocked Senders List" instead of "Safe List". If you see the mailings from an address on this list, select it and click the <Remove> button.

## Mozilla Thunderbird

Adding an email address to your Thunderbird Address Book and configuring your Junk Mail Controls to whitelist your address book.

Adding an address into your Personal Address Book:

1. Click the "Address Book" button.
2. Make sure the Personal Address Book is highlighted.
3. Click the "New Card" button.
4. Under the "Contact" tab, copy and paste the email address you want to whitelist into the Email dialog box.
5. Click "OK".

Whitelist your Personal Address Book:

1. From the main drop-down menu, select "Tools" then "Junk Mail Controls..."
2. This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter
3. Under the Settings tab, update the "White Lists" module by selecting Personal Address Book from the pull-down menu and then check mark the box next to "Do not mark messages as junk mail".
4. Click "OK".

If the email is in your Junk folder, right-click the mailing and select "Mark" then "As Not Junk".

## Yahoo

Setting up a filter to redirect emails you want to receive in your inbox:

1. Open your mailbox and click on "Mail Options" (upper right hand corner).
2. Select "Filters" under the Management column.
3. Click the "Add" button on the Filters page.
4. In the "From header:" row, make the drop-down "contains" and copy and paste the email address you want to whitelist into the box.
5. At the bottom of the page click the "Choose Folder" pull-down menu and select "Inbox".
6. Click the "Add Filter" button.

If the mailing is in your Yahoo Bulk Folder, open the email and click the "Not Spam" button.

Also check that the email address is not in your "Blocked Addresses" list. Locate the "Blocked Addresses" list by selecting "Mail Options" and then clicking the "Blocked Addresses" link under the Spam column.  If you see the mailing is from an address on this list, select it and click the "Remove Block" button.