## **Trouble Receiving Big I Illinois Emails & Newsletters?**

Big I Illinois uses a blast email system to send newsletters and bulk emails to members. Because it is sent in bulk, many email systems will send those emails into a spam filter.

You have a few options, but essentially you want to make sure Big I Illinois emails are added to your safe senders list.

You can do this a few ways:

- 1) You can add info@ilbigi.org and/or education@ilbigi.org as contacts in your email box.
- 2) We recommend adding @ilbigi.org domain as a safe sender.
  - If you are an Outlook client, you can follow these steps. I
  - A) Go to the home tab in your email.

- File
   Home
   Send / Receive
   Folder
   View
   Add-ins
   Help
- B) Select Junk and then Junk E-mail options from the drop-down.

File Home	Send / Receive	Folder View	Add-ins		
New New Email Items *	Image: Constraint of the second se	← Reply 🔄 ≪ Reply All 📿 ~ → Forward 🛱 ~	Share to Teams		
✓Favorites Inbox 1 Sent Items	Never Block Send	Never Block <u>S</u> ender Never Block Sender's <u>D</u> omain (@example.com) Never Block this Group or <u>M</u> ailing List			
Drafts Deleted Ite 19	<ul> <li>Mot Junk</li> <li>Mot Junk E-mail Qptic</li> </ul>	ons			

C) Under the Safe Senders Tab you will want to add @ilbigi.org.

					dd
				E	dit_
	Add addre	ess or domain		×	ove
	Enter an em the list.	ail address or Int	ernet domain na	me to be added to	>
	@ilbigi.org				
	Examples: someone@example.com or @example.com				om File.
			ОК	Cancel	o File
Also	trust email fro	m my Contacts			
_			the Safe Senders	List	

D) Make sure to select Apply & then Ok to save the change. Now all emails from @ilbigi.org should be delivered to your inbox. While you are in there, you might want to check the tab under "Blocked Senders" just to make sure anything or anyone from @ilbigi.org is not listed.

Junk Email Options - SChurchill@iiaofil.org								
Options Safe Senders Safe Recipients Bloc	ked Senders International							
Email from addresses or domain names on your Blocked Senders List will always be treated as junk email.								
almarouftrading@telus.net ampaqsj@bondorenko.co.ua	Add							
ikmaktt@bondorenko.co.ua info@justintime.mom	Edit							
	Remove							
	Import from File							
	Export to File							
0	Cancel Apply							

The instructions and screen shots above are for Outlook users. However, most email systems have the same type of spam/junk filters, and instructions for allowing email addresses and domain names will be similar.

If you are still experiencing an issue, you can have your IT team add @ilbigi.org to the Global Address List (GAL) on your server.

If you are experiencing futher issues, please reach out to the Big I Illinois staff for help.