How to Add Proline to Your Email Safe Senders List

To ensure inbox delivery of our messages, you can add our address "noreply@prolinemanagement.com" to your Address Book or Safe Senders List.

We have provided instructions for adding an address to the Address Book or Safe Senders List with the most commonly used Internet Service Providers (ISPs).

TELUS Webmail® Users:
If you are concerned that legitimate email may be incorrectly identified as spam and deleted, TELUS recommends that you use the tag option. This option is provided to all TELUS customers by default and will not delete any email.

1. Open and log into TELUS Webmail.
2. Select the email(s) you would like to report.
3. Click on the Not Spam button above the email(s).
4. The message will be automatically reported as Not Spam.

Shaw Mail® Users:
Create a New Contact
Creating a new contact in Webmail 2.0 is easy. To begin,
1. Login to Webmail
2. Select **Contacts** from the top of the page
3. Select the drop-down arrow next to **New** (pictured below)
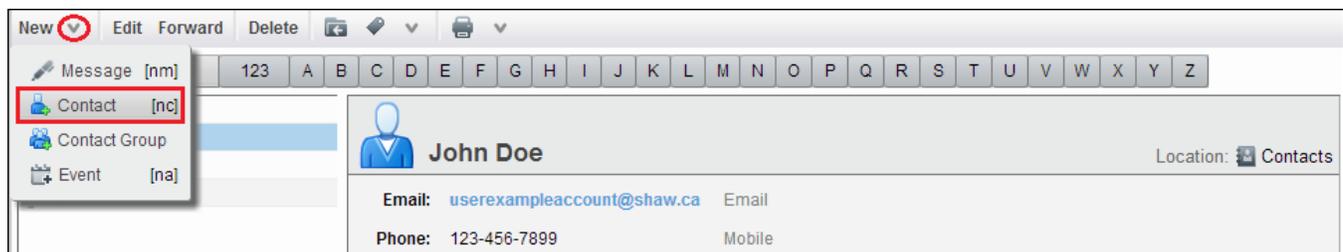
4. Choose **Contact**
5. You will now be presented with a new Contact Card. Fill in the information that you would like to associate with this contact. Some of the options include an email address, phone number, address and birth date.

- If you would like to assign an image to this contact, simply click on the contact silhouette icon (highlighted below in red) and choose the image you would like to upload

6. Select **Save** at the top of the page

YAHOO!

Step 1: Go to your bulk mail folder by clicking the Bulk folder link on the left.

Step 2: Locate one of our emails in your bulk mail folder.

Step 3: Open the email and click on the Not Spam button near the top or bottom of the message.

OUTLOOK

Step 1: Right-click (control-click) on the message in your inbox.

Step 2: Under the Junk E-mail menu, choose Add Sender to Safe Senders List.

OUTLOOK EXPRESS

Step 1: Right-click (control-click) on the message in your inbox.

Step 2: Select the option Add Sender to Address Book.

GMAIL

Step 1: Click on the message from the sender you would like to add to your contacts list.

Step 2: Click on More Options in the upper right-hand corner of the message.

Step 3: Click on Add Sender to Contacts List in the header of the email.

Step 4: A confirmation message will be displayed above the email.

MSN / HOTMAIL

Step 1: Click on the Contacts tab from the mail screen.

Step 2: Click on the Safe List link on the left toolbar.

Step 3: Insert the email address of the contact for the safe list and click the Add button.

AOL 9.0

Step 1: From the mailbox window, select the mail options dropdown menu in the upper right-hand corner of the screen and select Address Book from the list.

Step 2: Click on the Add button in the lower right-hand corner of the address book pop-up window.

Step 3: Type the email address of the new contact in the Screen Name field in the address card for the new contact pop-up window.

Step 4: Click the Save button in the lower right-hand corner of the address card for new contact pop-up window.

AIM / AOL WEBMAIL

Step 1: Click on the Addresses tab in the upper right corner of the mailbox window.

Step 2: Click the New dropdown menu and select New Contact.

Step 3: Type the email address of the new contact in the Screen Name field and click the Save button.

EARTHLINK

Step 1: From the mail screen, click on the Address Book link located on the left toolbar.

Step 2: Click on Add on the address book screen.

Step 3: Type the email address of the contact you would like to add to the address book and click on Save.

EUDORA

Step 1: Select/highlight message.

Step 2: Under the Special menu, choose Make Address Book Entry.

JUNO / NETZERO

Step 1: From the mail screen, click on the Address Book tab.

Step 2: Insert the email address of the contact you would like to add and click on Quick Add.