

What to do if you have email problems

Contributed by Corey Christians

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I have asked to have my notices sent to me via email and I have not been receiving any messages from the library. What gives?

SPAM

The most likely answer to this question is that your Internet Service Provider (ISP) maybe blocking those emails by what is known as a spam blocker. In case the term "spam" is alien to you in this context let me clarify its definition. Spam is basically junk email. A spam "blocker" or "filter" looks for certain words or phrases that spam traditionally uses, such as "sale" or "advertise". The filter then takes these message and deletes them or adds them to some sort of bulk mail folder. What you need to do is go to that bulk mail folder and "white list" your libraries email once you find it. When you white list the address you are telling your spam filter to accept emails from that address as legitimate. If you are unable to find and email to white list, you can try entering the address in manually. Most of you should receive email from pprstaff@ylnnet.yln.info. Once you white list that address you should be okay.

INVALID EMAIL ADDRESS

Another potential problem is that we do not have the correct email address for you. This you can check by going to the onling catalog which should be available from you library's website or you can find it at www.yln.info/pac. Once you locate your library's online catalog link go ahead and click on it. Once you are using the catalog software, login to the site. Then go to the "My Account" tab located in the upper portion of the page. The tab should be grayed out until you click on it. You should see a series of subtabs appear. Click on the Profile subtab. Your email address should be visible in a text line. If your address is not correct you can change it to your correct address and click the Update button.