

eStatements Handy Hints



Whitelisting Police Credit

Many internet service providers have spam filters to give you greater control over the emails you receive and to help you avoid junk email.

Unfortunately, these filters may block emails you wish to receive from Police Credit. To avoid this, you will need to add donotreply@policecredit.com.au to your email address book and/or update your anti-spam program whitelist or filters. An email whitelist is a list of contacts that the user deems are acceptable to receive email from and should not be sent to the trash folder.

Anti-spam programs

Spam filters can contain sender whitelists and blacklists, as well as key words to look for in emails. If a spam filter keeps a whitelist, mail from the email addresses, domains, and/or internet provider addresses listed will always be allowed.

Below are instructions for whitelisting Police Credit in the most common programs. Note that these instructions may not be exact – refer to your provider’s manual or help files if necessary.

Hotmail subscribers:

1. Select Options in the upper right of the screen, then More options.
2. Under ‘Junk email’, select Safe and blocked senders.
3. Select the Safe senders link.
4. Type donotreply@policecredit.com.au into the box and select Add to list.

Yahoo subscribers:

1. From your mailbox, select Mail Options.
2. Select Filters.
3. Select Add Filter.
4. In the top row, labelled ‘From header:’ make sure Contains is selected in the pull-down menu.
5. Select the text box next to that pull-down menu, then enter donotreply@policecredit.com.au
6. At the bottom, where it says ‘Move the Message To:’ select Inbox from the pull-down menu.
7. Select the Add Filter button again.

G-mail subscribers:

1. Select Contacts from the options on the left side of the G-mail inbox.
2. Select Create Contact on the top menu.
3. Type donotreply@policecredit.com.au in the primary email box.
4. Select Save

Microsoft Outlook (most versions):

1. From your inbox, select File, New and then Contact.
2. Create a contact in your address book for donotreply@policecredit.com.au (copy email address into the ‘Email’ field and select Save and Close).
3. From your inbox, select Tools, then Organise.
4. In ‘Ways to Organise Inbox’, select Using Folders.
5. Create a rule to move new messages donotreply@policecredit.com.au to ‘Inbox’ and then select Create.
6. Select X in the upper right section when done to close the dialogue box and return to Outlook.

AOL subscribers:

1. From your mailbox screen, select the drop down arrow to the right of ‘Mail Options’ and select Address Book.
2. Select Add (Add Contact for version 8.0).
3. Type in donotreply@policecredit.com.au into the ‘Screen Name’ block and select Save.