



How to Keep PTN Emails Out of Your Junk Mail/Spam Folder

Add Park Township Neighbors to your safe sender list

Most email clients provide a safe sender or allowlist (other providers may refer to it as "whitelist") option for trusted contacts in the address book. Add our "From" email address neighbors@parktownshipneighbors.com to this list to help us reach your inbox.

If you are using a work or company email address, you will need to check with your IT department or provider for assistance in allowing emails from us as they will know what security measures are causing the issue. If you'd like to change the email associated with your account, please [email us](#).

Move email out of a spam or junk folder

When PTN email has been misdirected into a spam or junk folder, here are some troubleshooting steps for specific email clients.

Apple Mail (desktop)

- Teach Apple Mail's filter to allow future messages.
Open the junk folder and find the message. Move the message into the inbox.
- Add your From email to the address book.
Open the message, right-click the sender email address, and choose Add to Contacts.

Mail (Apple iOS mobile devices)

- Teach Mail's filter to allow future messages.
Open the junk folder and find the message. Move the message into the inbox.
- Add your From email to the address book.
Open the message and click the From email address. Then click Create New Contact to input the address in the contacts list.

Gmail (desktop and mobile)

- Mark a received campaign as Not Spam.
Open the spam folder and click or tap the message. Click Not Spam.

- Add your From email to the address book.
Open the contact list, click New Contact, and input the address.

Outlook

- Mark a received campaign as Not Junk.
Open the junk folder and click the message. Click Not Junk.
- Add your From email to the address book.
Open the message, right-click the sender name, and click Add to Contacts.
Authentication information may display in Outlook's sender name area, so ask the subscriber add your address only.

Outlook.com

- Mark a received campaign as Not Junk.
Open the junk folder and right-click the message. Click Not Junk.
- Add your From email to the Safe Recipient list.
Click the gear icon and choose Options. Click the Safe and Blocked Senders link, click Safe Senders, and input the message's From email address.

Yahoo Mail

- Mark a received campaign as Not Spam.
Open spam folder, click the message, and click Not Spam.
- Add your From email address to the address book.
Open the message and click the Add to contacts button next to the From email address.
Technical Support

AOL Webmail

- Mark a received campaign as Not Spam.
Open the spam folder and click the message. Click the OK, Not Spam button.
- Add your From email to the address book.
Click Contacts in the navigation panel and click the New Contact icon. Input the email address and click the Add Contact button.

This information is provided courtesy of MailChimp, the app PTN uses to send email messages to members and the broader PTN community.