

Faqs

Frequently Asked Questions about **Tejari**

What can I do to ensure that I will receive Tejari email alerts?

White listing guide

How to whitelist emails from Tejari?

Missing email alerts and important emails from Tejari?

You can easily solve that problem by white listing the email address.

Below is information on how to whitelist Tejari with AOL, Yahoo, Gmail, Hotmail, Outlook, Apple Mail, Thunderbird and Postini.

Even if your ISP or email program is not listed, with these instructions you should be able to figure out how to whitelist our email address at any ISP or with any email program.

Also, if you find email from *no-reply@tejari.com* in your spam or junk folder, please take that opportunity to tell your mail program that it is not spam by hitting the "not spam", "not junk" or similar button, as that will train your program to whitelist it.

Please click on your email provider logo below to learn how to whitelist Tejari emails.

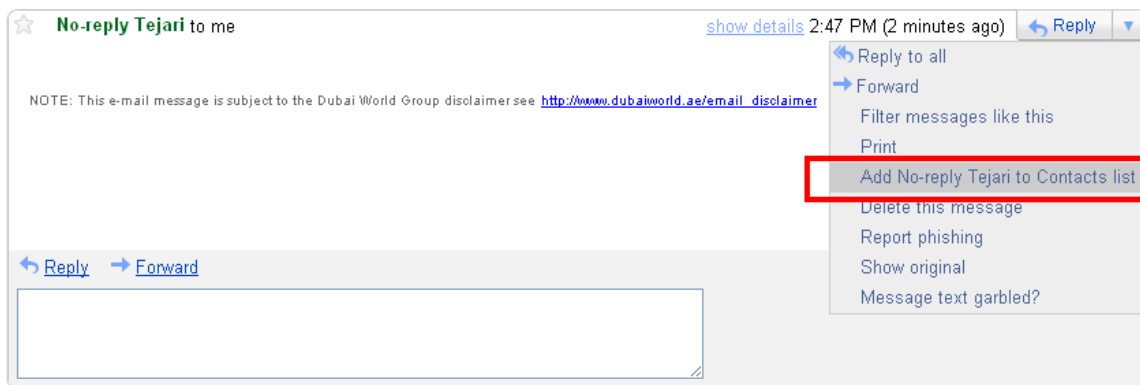


Gmail

1. First, if you find email from us in your Gmail spam folder, select our email and click the "Not Spam" button
2. Next, open an email that you have received from us
3. Click on the little down-pointing-triangle-arrow next to "Reply": Click "Add No-Reply Tejari to Contacts list" as shown in the image below.



how to whitelist tejari email though Gmail Inbox | X



To whitelist all email from us even before you receive email from us, follow the steps below.

1. Select the "create a filter" link, which is up to the right of your search box:



2. Fill in the "From" line with the email address that you want to whitelist. In this example, we are whitelisting all email from the Tejari alerts service, no-reply@tejari.com

The screenshot shows the 'Create a Filter' form. The 'From' field is filled with 'no-reply@tejari.com' and is highlighted with a red rectangular box. Other fields include 'To:', 'Subject:', 'Has the words:', and 'Doesn't have:'. There is also a checkbox for 'Has attachment'. At the bottom, there are buttons for 'Show current filters', 'Cancel', 'Test Search', and 'Next Step »'.

3. Click next.

This brings you to the next and final screen for creating a filter. Click on “Never send it to Spam” and click on “Create Filter” That’s it. You’ve just whitelisted Tejari Alerts on Gmail

Gmail by Google

Create a Filter

Choose action - Now, select the action you'd like to take on messages that match the criteria you specified.
When a message arrives that matches the search: **from:(no-reply@tejari.com)**, do the following:

- Skip the inbox (Archive it)
- Mark as read
- Star it
- Apply the label:
- Forward it You have no verified forwarding addresses. [Manage your forwarding addresses](#)
- Delete it
- Never send it to Spam**

Note: filter will not be applied to old conversations in Spam or Trash [Show current filters](#) Also apply filter to 0 conversations

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Yahoo!

To whitelist no-reply@tejari.com with Yahoo!, you will need to set up a "filter" after first taking the following steps:



1. If you find email from no-reply@tejari.com is going to your Yahoo! bulk folder, open it and click "Not Spam"
2. Be sure that the address no-reply@tejari.com is not in your "Blocked Addresses" list. If no-reply@tejari.com is on your "Blocked Addresses" list, select it and click "Remove Block"

Now to create the filter:

1. Open your mail and click on "Mail Options" in the upper right hand corner
2. Select 'Filters' (in the bottom left corner)
3. On the Filters page, click "Add"
4. Select the "From header:" rule, and add "contains" and no-reply@tejari.com, which tells the system to put email with no-reply@tejari.com in your inbox and not the bulk folder.
5. Click the "Choose Folder" pull down menu and select 'Inbox'
6. Pick the Add Filter button

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AOL

To add no-reply@tejari.com to your AOL address book:



1. Open an email from us and then click the 'This Is Not Spam' button
2. Click the Mail menu and select Address Book
3. Wait for the Address Book window to pop up, then click the 'Add' button
4. Wait for the Address Card for New Contact window to load
5. Paste no-reply@tejari.com into the 'Other E-Mail' field
6. Make our "From" address, no-reply@tejari.com, the Primary E-Mail address by checking the appropriate box
7. Click "Save"

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Hotmail

To whitelist our address with Hotmail you will need to add no-reply@tejari.com to your Hotmail Safe List. Here's how:



1. First, if you find email from us in your Hotmail junk folder, open the email and click "Not Junk"
2. Next, check to see if the email address no-reply@tejari.com is on your Blocked Senders list.
If you find no-reply@tejari.com on your Hotmail blocked senders list, select it and click on the "Remove" button.
3. Next, open your mailbox and click "Options" in the upper right hand corner
4. At the top of the page, click on the "Junk E-mail Protection" link
5. Next, click on "Safe List", which is down near the bottom
6. Copy and paste no-reply@tejari.com where it says "Type an address or domain"
7. Click the "Add" button

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Microsoft Outlook

1. On the Tools menu, click Options
2. On the Preferences tab, click Junk E-mail
3. On the Safe Senders tab, click Add
4. Add no-reply@tejari.com where it says "Add address"
5. Click OK



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Thunderbird

To whitelist in Thunderbird, you will need to add no-reply@tejari.com to your address book, and then set up your Thunderbird Junk Mail Controls to whitelist your address book.



1. First, if you find email from no-reply@tejari.com in your Junk folder, right-click on our email and choose "Mark as Not Junk"
2. Next, click the Address Book button
3. Highlight the Personal Address Book
4. Click on "New Card"
5. In the "Contact" tab of the new card, copy and paste no-reply@tejari.com to the email dialog box
6. Click "Ok"
7. Next, to whitelist your address book, select "Tools > Junk Mail Controls" from the drop down menu
8. Update the "White Lists" module under the "Settings" tab by selecting "Personal Address Book" from the drop down menu, and then check the box next to "Do not mark messages as junk mail"
9. Click "Ok"

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Apple Mail for OS X

First, if email from no-reply@tejari.com ends up in your junk folder, highlight or open it and click "Not Junk" at the top of your screen.

Then:

1. Go to Mail > Preferences from your Mail menu
2. Go to the Rules tab
3. Select Add Rule
4. Give this rule a name such as "Tejari"
5. Create a rule that says "If any of the following conditions are met: 'From' 'Contains'" and then paste in "no-reply@tejari.com"
6. From the actions, select 'Move message' to mailbox 'Inbox'.
7. Click "OK"



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Postini

You do not need to whitelist email from Tejari in Postini unless you find it trapped in the "Junk" area by Postini.



1. Log into your Postini account
2. Look to see if any email from no-reply@tejari.com is listed in your Junk area
3. If you find email from no-reply@tejari.com in the Junk area, check the check box next to the email from no-reply@tejari.com
4. Click the "Deliver Selected" link at the very top of the Junk screen
5. On the next screen, click the "Approve Sender" check box next to the email from no-reply@tejari.com
6. Click the "Approve Selected Senders" button

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