

How To Set Up an AOL 9.0 Account to receive City of Irving Email List Notifications

In order to help users of City of Irving Discussion Lists who use AOL (and other ISPs which use similar techniques to filter spam) ensure receipt of email from the City of Irving, the Web Team has prepared the following document.

While this document was written for users of the City of Irving discussion lists, the settings below could also be used by businesses or residents that interact with the City by email, including, but not limited to, board and committee members.

Specific problems with AOL or any other service should be directed to the customer and technical support personnel at those vendor's offices.

This document does not endorse AOL or any other ISP or Vendor.

All copyrights remain those of their owners.

There are three basic spam filter settings in AOL 9.0. Each of these settings has different implications for reception of email from the City of Irving or any other discussion list source.

The three choices are:

- Allow mail from all senders
- Allow mail only from people I know
- Use a custom sender list

How these choices affect your email delivery depends on the kind of emails you want to get from the City; this is discussed in detail below.

Two additional choices exist in the software:

- Allow mail only from AOL senders
- Block mail from all senders

These settings will not allow City of Irving email through as the first only allows AOL to AOL email (the City does not use AOL) and the second allows no email through.

There are several option/check boxes which can also affect delivery of City of Irving email to your AOL account. These are:

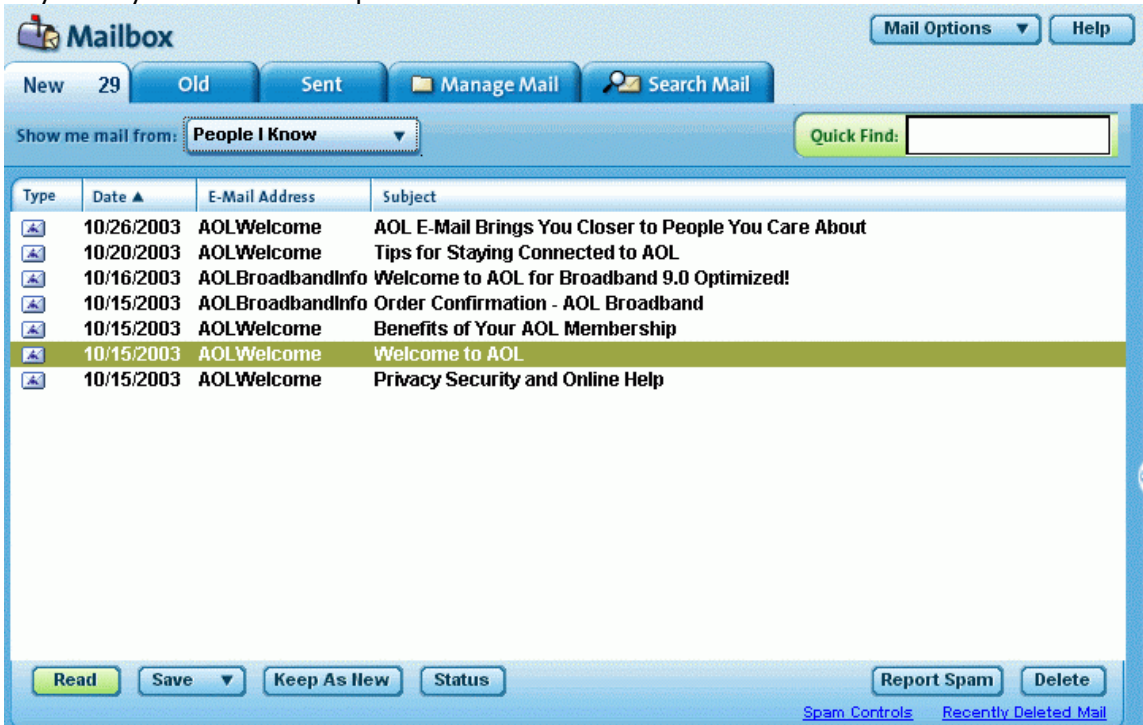
- Block mail containing pictures or files
- Control What is in the Mail I Get: Mail with clickable hyperlinks (URLs)

These are discussed at the end of this document.

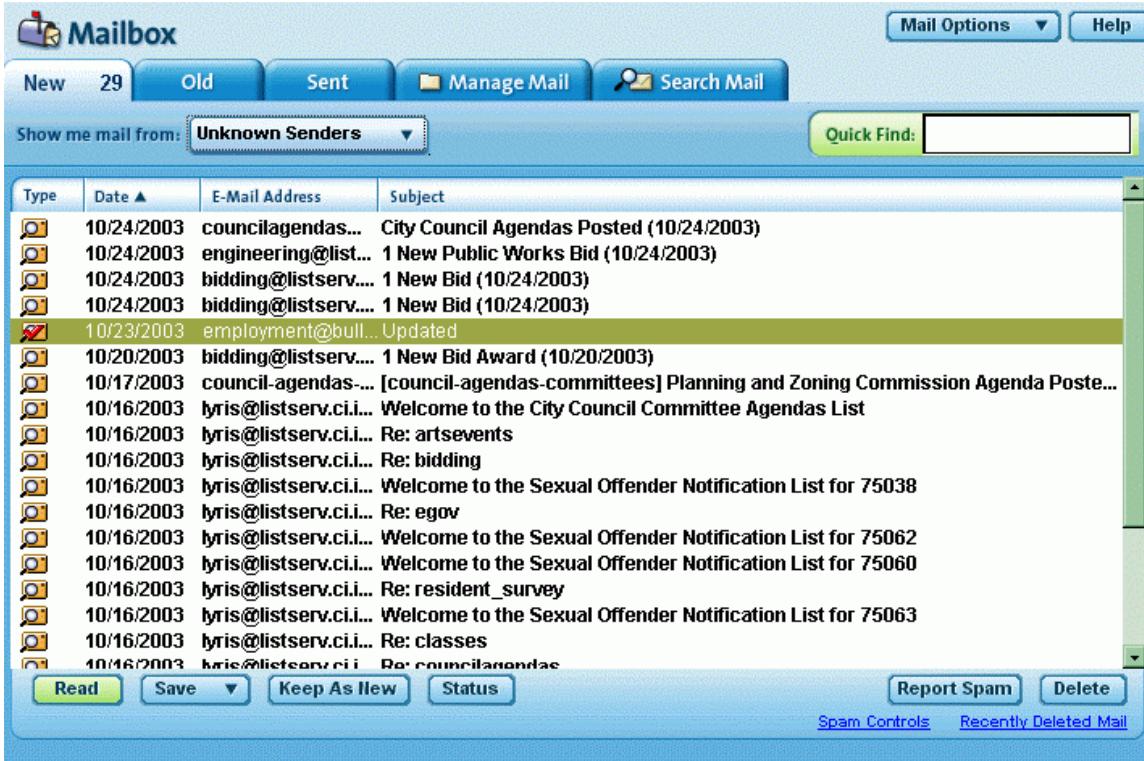
Unknown Senders and People I Know

Reading this section is very important; each of the three settings below is impacted by this information.

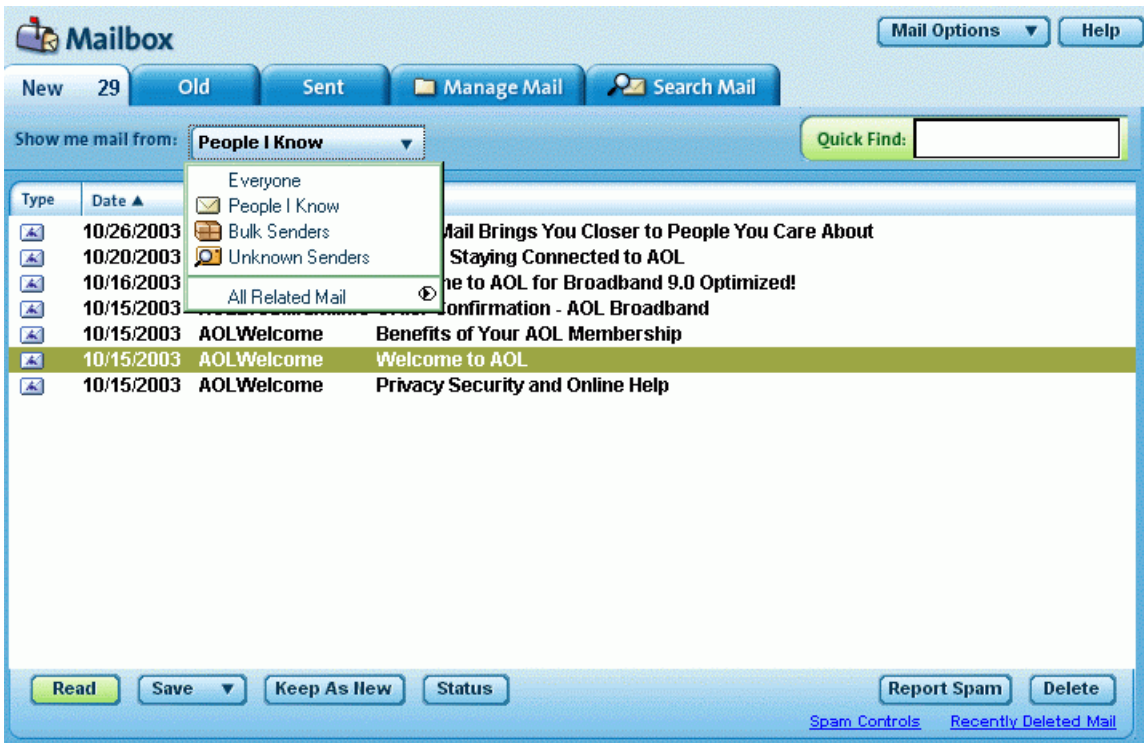
City of Irving email will NOT appear in the default view of your email. By default AOL 9.0 will only show you mail from "People I Know."



Unless you have added all email addresses you are receiving email from to your Address Book, your City of Irving Email will appear in the Unknown Senders box.



You must select Unknown Sender from the Show me mail from: menu to see this email.



In order to have City of Irving Email delivered to "People I Know" folder, you have to type *each and every email address* into your Address Book. For users of announcement lists, this may

work. These users can add the specific address of the announcement list. (Examples of list addresses include: employment@listserv.ci.irving.tx.us, 75060@listserv.ci.irving.tx.us and inw@listserv.ci.irving.tx.us.)

However, for the majority of users it will be better to not add these email addresses to the Address Book, but to look in the "Everyone" folder for these emails. This is because the email on discussion lists comes "from" any member of that list (or from multiple City staff members) and only the emails written by other users in the Address Book will be filed in the "People I Know" folder. Additionally, if users rely on email addresses being in their Address Book for delivery they will not receive expected email when city staff changes, when different staff email the list(s), or when the list administration tries to contact the users.

If you choose "Allow mail from all senders"

The screenshot shows the AOL Mail and Spam Controls settings window. The title bar reads "Mail and Spam Controls" and includes standard window controls (minimize, maximize, close) and a help icon. The main header features the AOL logo and the text "Mail and Spam Controls" with a "Help" button. Below the header, there is a dropdown menu for selecting a screen name and a checkbox labeled "Allow this Screen Name to view contents of Spam Folder" which is checked. The settings are organized into two main sections: "Control Who I Get Mail From" and "Control What is in the Mail I Get".

Control Who I Get Mail From

- Allow mail from all senders
- Allow mail only from AOL members
- Allow mail only from People I Know (Who are [People I Know?](#))
- Block mail from all senders
- Use a [Custom Sender List](#)
- Block mail containing pictures or files

Blocked mail should be:

- Permanently deleted
- Delivered to the Spam Folder

Control What is in the Mail I Get

Deliver the following to the Spam Folder:
Mail from senders in your Address Book and Buddy List will always be delivered to your main mailbox.

- Mail filtered by [AOL's Advanced Spam Filter](#)
AOL's Advanced Spam Filtering will automatically move junk mail and unwanted mail into your Spam Folder.
- Mail with clickable hyperlinks (URLs)
- Mail containing words on my [Custom Word List](#)

At the bottom of the window, there are three buttons: "Save", "Save & Copy", and "Cancel". The text "AOL Keyword: Spam Controls" is visible in the bottom right corner.

With this setting ALL City of Irving Email as well as all discussion group email will arrive.

If you choose "Use a custom sender list"

The Custom Sender List option will operate in one of two different ways, depending on which option is selected.

1. If "Block all senders and domains listed below" is selected, all email will get through to you except those you enter in the screen. This is not very different from "allow mail from all senders" and, unless you choose to actively block City of Irving email or email from a discussion member, has the same result as that setting.

This type of Custom Sender List is sometimes called a "blacklist."

2. If "Allow only the senders and domains listed below" is selected, only email from specific users and domains will be delivered. This is different from "Allow mail only from people I know" because entire domains (companies, government agencies, schools, or ISPs) can be set to be allowed through, not just specific individuals. This type of Custom Sender List is sometimes called a "whitelist".

Under the "whitelist" setting, you must enter the City of Irving domains ci.iring.tx.us AND listserv.ci.iring.tx.us to receive email.

- There are special considerations that users of City of Irving hosted discussion groups must take into account. Often the members of the list will email to these discussion lists. These members may or may not be known to the AOL user ahead of time. *If* a member of a discussion group wishes to use the "Use a Custom Sender List" setting, they will not be able to receive email from individuals on discussion lists that they do not know to add to their Custom Sender List.

(For privacy considerations the City of Irving *cannot* provide the list membership(s) to AOL users so they can add all members to their Address Book).

Unfortunately, the filters available are not sophisticated enough to differentiate between other members of a discussion group emailing the discussion list and strangers trying to email your AOL account.

If you choose "Allow mail only from people I know"

This setting will deliver City of Irving announcement list email only under the following circumstances:

1. The AOL user knows the email address of the list itself (usually this is the lastname@listserv.ci.irving.tx.us) for announcement lists
 - o Examples of list addresses include: employment@listserv.ci.irving.tx.us, 75060@listserv.ci.irving.tx.us and inw@listserv.ci.irving.tx.us.
2. The AOL user adds this address as well as lyris@listserv.ci.irving.tx.us to their Address Book

There are special considerations that users of City of Irving hosted discussion groups must take into account.

- o Often the members of the list will email to these discussion lists. These members may or may not be known to the AOL user ahead of time. *If* a member of a discussion group wishes to use the "Allow mail only from People I Know" setting, they will not be able to receive email from individuals on discussion lists that they do not know to add to their Address Book.

(For privacy considerations the City of Irving *cannot* provide the list membership(s) to AOL users so they can add all members to their Address Book).

Unfortunately, the filters available are not sophisticated enough to differentiate between other members of a discussion group emailing the discussion list, and strangers trying to email your AOL account.

If an AOL user wishes to use this filter, they must also add the following to their Address Book:

- The email addresses of all City of Irving staff whom they want to receive email from.
- The email address of all discussion group members which they want to receive email from.

As discussion group membership and City staff and staff responsibilities may change often, this setting is not recommended.

If you check "Block mail containing pictures or files"

While the majority of City of Irving emails will not contain pictures or files, specific emails will.

- News releases often contain the City of Irving logo (which would be seen as a picture by the AOL software)
- Some emails are formatted in such a way that text is actually a picture
- Many lists are used specifically to send attachments (files). For example, City Council Committee Agendas sends agendas as attached files.

Checking this setting would block much useful email from the City of Irving.

If you check "Mail with clickable hyperlinks (URLS)"

Checking this box will block the majority of City of Irving emails.

Most announcement lists contain links to pertinent web pages on the City of Irving Web site. Checking this setting would block any such emails from being delivered.

Additionally, many users of City of Irving discussion groups have links to Web sites in the signatures they place at the bottom of their emails. Checking this will block those emails, too.

To ensure delivery, this box should not be checked.

Implications for other ISPs

As spam continues to be seen as a problem by ISPs, more and more ISPs will put similar tools in place.

By reading these steps and the help documents and instructions available from their own ISPs, users of Internet Service Providers other than AOL should be able to apply the same logic and reasoning to their own settings.