

Ensuring you're set up to receive your leads



Avoiding
■ spam traps



1
We'll Show You Success!

THE PROBLEM

I'm not receiving my e-mailed leads from iLeads.com, (or lead related correspondence)!

Email is getting harder and harder to deliver due to filtering by ISP's. In their efforts to prevent users from getting "Spam" email, Internet service providers are catching more and more legitimate email in their net.

To ensure that you receive your leads, and / or correspondence with us, please take a moment to read the guides below.

Remember, you may view all of your leads online at our [customer care center](#) immediately (without waiting for email).

Click on your email service provider listed below for specific instructions.

[AOL](#) | [Yahoo](#) | [Hotmail / MSN](#) | [Other](#)

OVERVIEW:

Email administrators or third party ISP's (Internet Service Provider) implement heavy mail filters that sift through the content of your messages in their effort to control the flow of unwanted or unknown messages and curb the amount of junk-mail received by their clients (you). Due to the number of ISP's in existence today, often iLeads.com hasn't been [White listed](#) (deemed an approved sender of e-mail), with your company or ISP.

The result is that you can miss leads or general correspondence from iLeads.com due to these filters. To ensure this doesn't happen, it is **crucial** that iLeads.com is **White listed** on your internal email system or 3rd party email provider.

It's important to understand that though email systems and ISP's perform the same common function, there are variations from one system to another; as such opening the lines of communication is not an exact science. If you have problems receiving messages from iLeads.com, most likely your mail servers are filtering out emails from one or more of our Domains.

IMPORTANT!

1. Notify us **IMMEDIATELY** if there is any skip in the numeric order of your leads.
2. Visit our [Customer Care Center](#) online to view your leads immediately.

Please contact [iLeads.com Customer Service](#) at [\(877\)-245-3237](#) if you have any problems or questions.



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We're here to help!



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OVERVIEW: (cont)

RECOMMENDATIONS:

1. Ensure your IT department or email administrator has White Listed the domains below. If your ISP handles your email services, then you need to contact your ISP's Customer Support Department and request that the domains below be White Listed (e.g. if your email address is **agent@sbc.com**, you need to contact SBC Customer Support.)

iLeads.com

Professional-Services.info

LeadExchange.com

2. Ensure that your IT department has allowed ALL email from: **ClientServices@iLeads.com**

3. Set up an alternate free email account with one of the free services, (i.e. **Yahoo.com, Hotmail.com, MSN, etc**). With an alternate email address we can switch your email delivery from your primary account to your secondary (for testing).

4. Notify us **IMMEDIATELY** if there is any skip in the numeric order of your leads.

5. Visit our [Customer Care Center](#) online to view your leads immediately.

For more information about **White lists**, refer to the Wikipedia article below: <http://en.wikipedia.org/wiki/Whitelist>.



Protect your investment! Ensure your leads get delivered!



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AOL

STEP ONE: NEVER use the "Report Spam" function (image below). Using this function may prevent you from receiving all correspondence from iLeads.com.

Should you accidentally click the "Report Spam" function; the following steps can be taken to ensure you still receive your messages. (Refer to the instructions and image below):

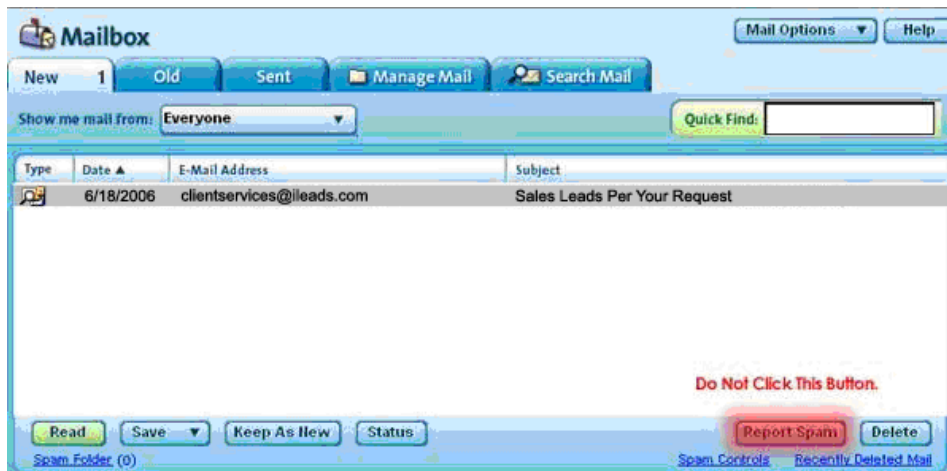
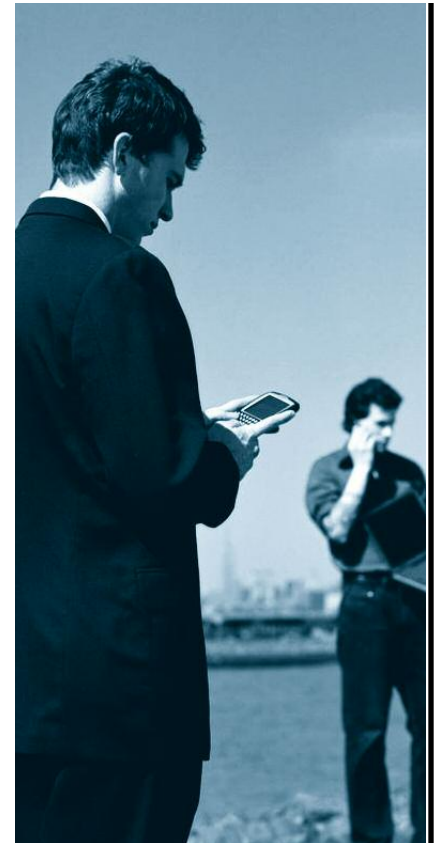


Figure 1

- Scroll to the "Spam" folder in the "My Mail Folders" List on the left hand side of your AOL Mailbox Window.
- Select the "iLeads.com" or "clientservices@ileads.com" email that you accidentally reported as spam in the spam folder (figure 2).
- Click on the "This is not Spam" button at the bottom of the Spam folder.

Don't wait for Email, you can always [view your leads online!](#)



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You've got mail...



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AOL (cont)

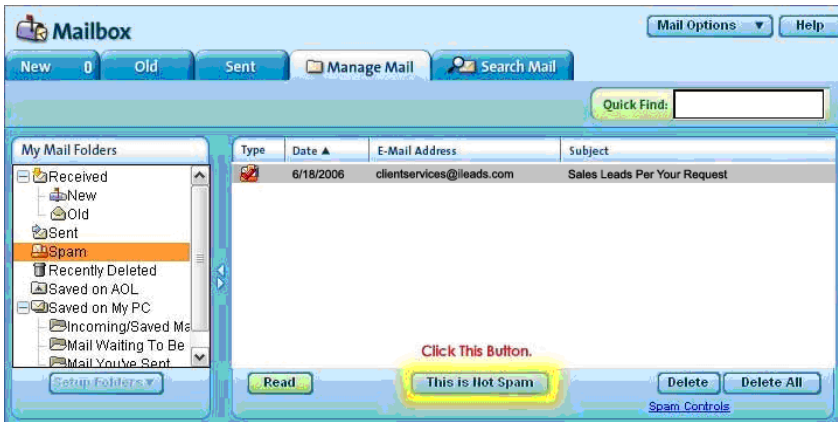


Figure 2

STEP TWO: Add iLeads.com email addresses to your AOL Email Address Book.

Refer to the figure below for reference. Starting from your AOL Homepage,

- Under “Mail” in top left corner, select Read
- Under “Mail Options,” scroll down and select Address Book
- Select Add
- Under the “**Primary Email Address**” heading (to the right of the Screen Name and Email Address input boxes), fill the circular “Other Email” radio input, and type **clientservices@ileads.com** (figure 3)
- Click Save to apply the changes.
- Repeat the previous three steps, to add “sales@iLeads.com”, and “killerleads@Professional-Services.info”
- Repeating these steps and adding your iLeads sales representative’s email address is also recommended.

Messages from the addresses you added should now be delivered to your AOL Inbox.

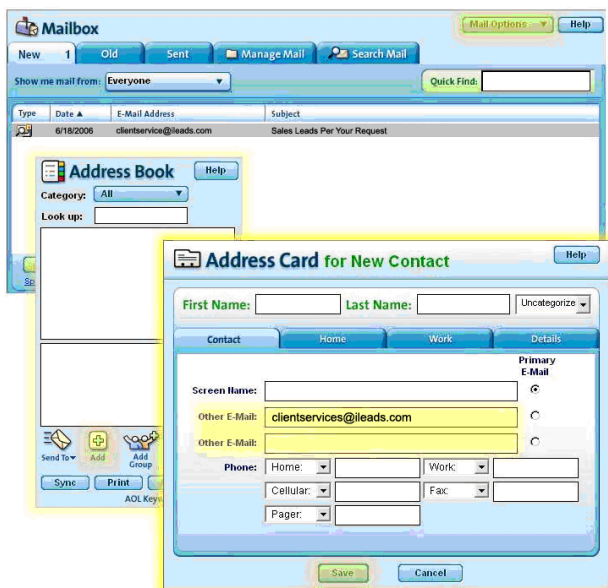
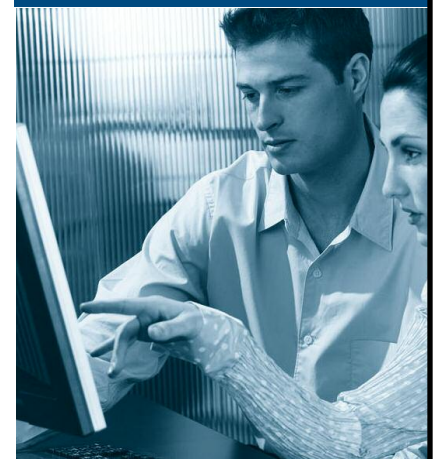


Figure 3



Avoiding ■ spam traps



AOL (cont)

STEP THREE: Ensure messages from **iLeads.com** are not automatically deleted.

- Under "Mail Option's", scroll down to "Block Unwanted Mail"
- Select one of the filters under "Control Who I Get Email From"

We recommend you leave the setting at "Allow mail from all senders," as no further action will be necessary beyond this point.

If you select any option OTHER THAN "Allow mail from all senders," follow these additional instructions:

- Under the "Control Who I Get Mail From," the "Blocked mail should be:" option should be set to "Delivered to Spam Folder" (see figure below)
- Click Save to apply the changes to your settings.



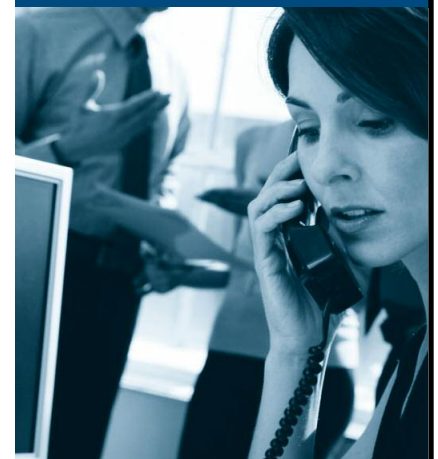
Figure 4

NOTE: If you select a setting other than "Allow mail from all senders," all messages sent to you from **iLeads.com** addresses other than **clientservices@ileads.com** will be diverted to your Spam Folder. To continue receiving messages from other iLeads.com addresses in your Inbox, you need to add each address individually to your Address Book (see [STEP TWO](#)).

Don't wait for Email, you can always [view your leads online!](#)



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AOL (cont)

IMPORTANT!

1. Notify us **IMMEDIATELY** if there is any skip in the numeric order of your leads.
2. Visit our [Customer Care Center](#) online to view your leads immediately

Please contact iLeads.com [Customer Service](#) at **877-245-3237** if you have any problems or questions.

FURTHER RECOMMENDATIONS:

1. Ensure your IT department or email administrator has White Listed the domains below. If your ISP handles your email services, then you need to contact your ISP's Customer Support Department and request that the domains below be White Listed (e.g. if your email address is agent@sbc.com, you need to contact SBC Customer Support.)

[iLeads.com](#)

[Professional-Services.info](#)

[LeadExchange.com](#)

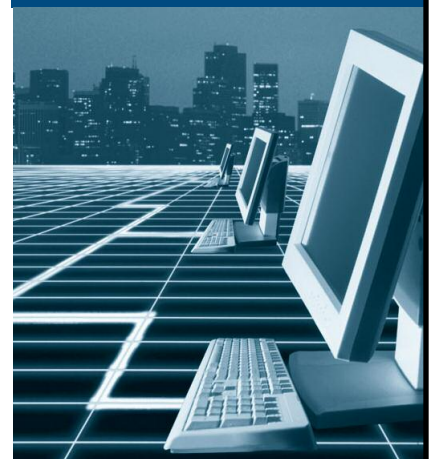
2. Ensure that your IT department has allowed ALL email from: ClientServices@iLeads.com
3. Set up an alternate free email account with one of the free services, (i.e. Yahoo.com, Hotmail.com, MSN, etc). With an alternate email address we can switch your email delivery from your primary account to your secondary (for testing).
4. Notify us **IMMEDIATELY** if there is any skip in the numeric order of your leads.
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For more information about White lists, refer to the Wikipedia article below:
<http://en.wikipedia.org/wiki/Whitelist>

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YAHOO

STEP ONE: NEVER click the "Spam" option while viewing a message from iLeads.com, or while the checkbox next to an iLeads.com message is filled (see figure below). Using the Spam function may block all email correspondence from iLeads - including your leads!

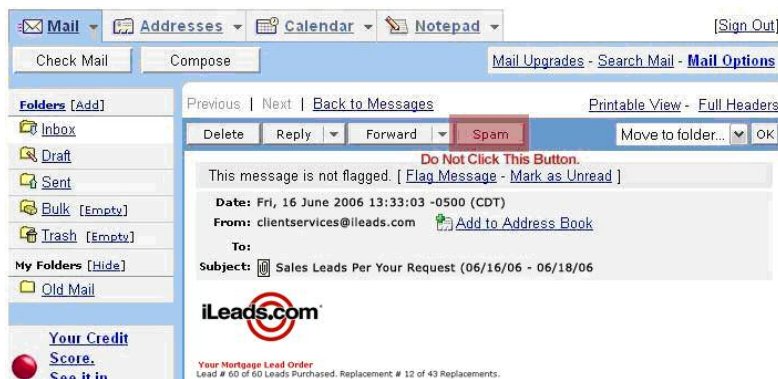


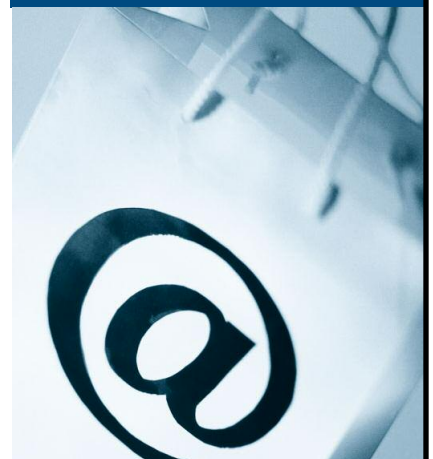
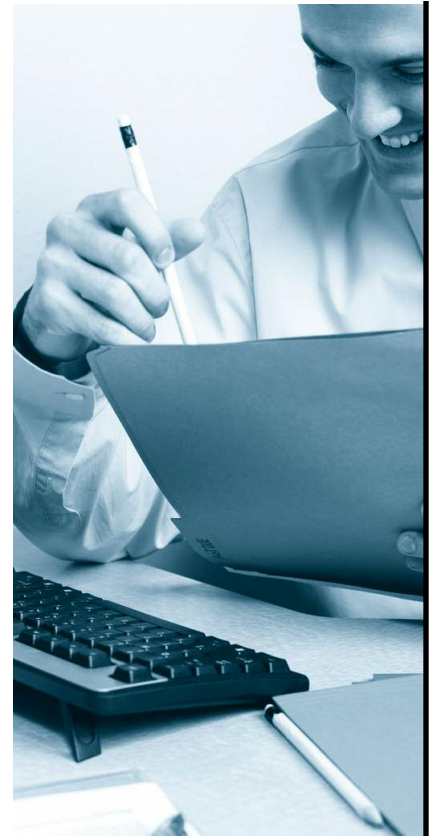
Figure 1

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To ensure that you receive our emails, we suggest you complete the following steps: Add our iLeads.com email addresses to your Address Book (refer to figure below): Starting from the Yahoo! Mail Inbox:

- Click on the Addresses tab at the top of the screen to access your address book.
- Select Add Contact
- Type "ClientServices@ileads.com" in the "Email" input field.
- Select "Save" at the top of the screen to apply the changes.
- Repeat the previous three steps, to add your iLeads.com sales representative to your address book.
- Click Done

Don't wait for Email, you can always [view your leads online!](#)



YAHOO (cont)

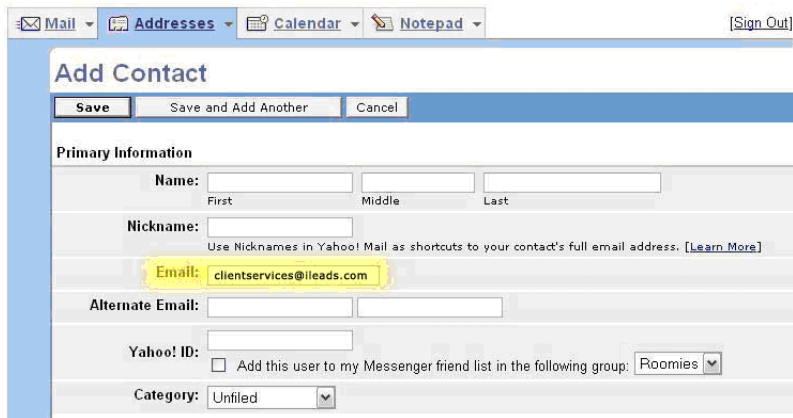


Figure 2

IMPORTANT!

1. Notify us **IMMEDIATELY** if there is any skip in the numeric order of your leads.
 2. Visit our [Customer Care Center](#) online to view your leads immediately
- Please contact **iLeads.com** Customer Service at **(877) 245-3237** if you have any problems or questions.

FURTHER RECOMMENDATIONS:

1. Ensure your IT department or email administrator has White Listed the domains below. If your ISP handles your email services, then you need to contact your ISP's Customer Support Department and request that the domains below be White Listed (e.g. if your email address is **agent@sbc.com**, you need to contact SBC Customer Support.)

[iLeads.com](#)

[Professional-Services.info](#)

[LeadExchange.com](#)

2. Ensure that your IT department has allowed ALL email from: **ClientServices@iLeads.com**
3. Set up an alternate free email account with one of the free services, (i.e. **Yahoo.com, Hotmail.com, MSN, etc**). With an alternate email address we can switch your email delivery from your primary account to your secondary (for testing).
4. Notify us **IMMEDIATELY** if there is any skip in the numeric order of your leads.
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We lead the way!



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[AOL](#) | [Yahoo](#) | [Hotmail / MSN](#) | [Other](#)

HOTMAIL / MSN

STEP ONE: NEVER use the "Report Junk E-mail" or "Report and Block Sender" functions under the "Junk" option in your Mailbox (refer to figure below.) Using either function may prevent you from receiving correspondence from iLeads.com. Messages flagged as "junk" are automatically diverted to your "Junk E-mail" folder and ultimately deleted. In short, reporting and blocking one email can prevent any and all other correspondence from iLeads.com, **including your leads**, from ever reaching you.

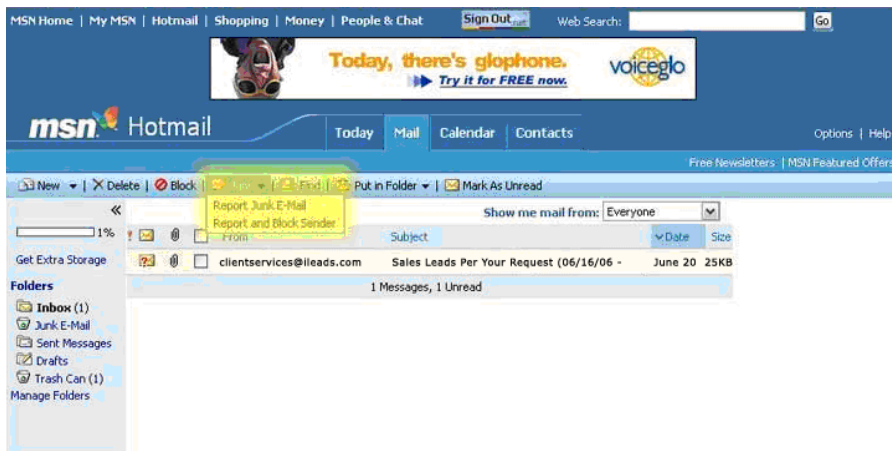


Figure 1

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We offer the best quality lead in the industry

Don't wait for Email, you can always [view your leads online!](#)



We'll Show You Success!

HOTMAIL / MSN (cont)

Follow these steps to ensure all messages from iLeads.com are delivered to your Hotmail Inbox.

Add iLeads.com email domains to your "Safe List":

From your Hotmail Inbox:

- Select "Options" (top right of the Window)
- Under "Junk E-Mail Protection," select "Safe List"
- Add the following domains to your Safe List exactly as they are displayed below (refer to figure below):

[@ileads.com](#)

[@professional-services.info](#)

[@leadexchange.com](#)

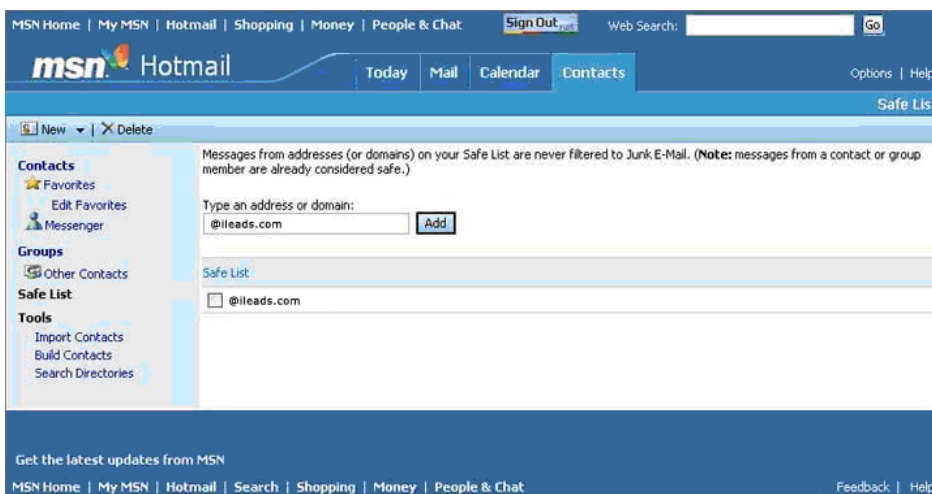
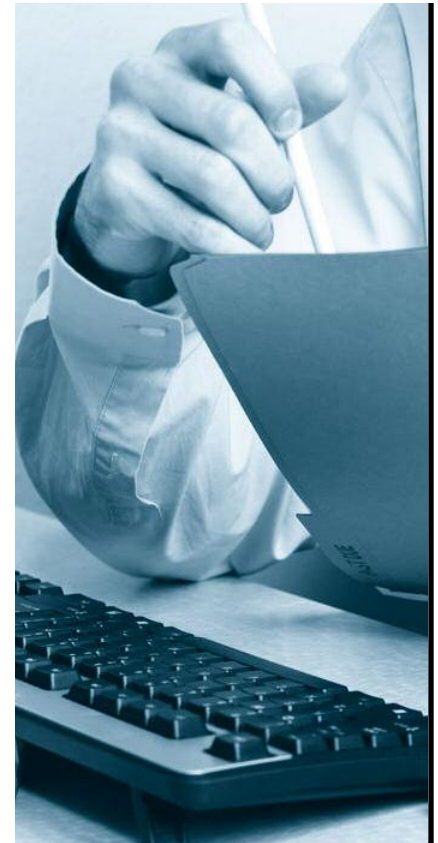


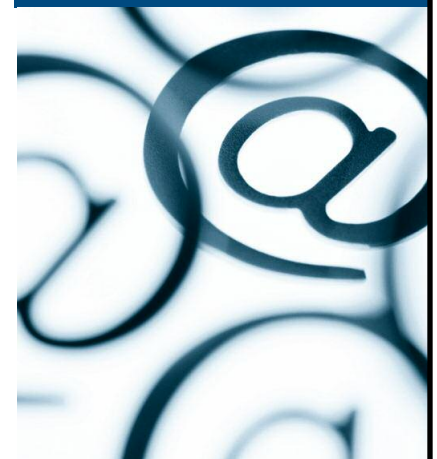
Figure 2

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Protect your investment! Ensure your leads get delivered!



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HOTMAIL / MSN (cont)

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Please contact iLeads.com [Customer Service](#) at **(877) 245-3237** if you have any problems or questions.

Further Recommendations:

3. Ensure your IT department or email administrator has White Listed the domains below. If your ISP handles your email services, then you need to contact your ISP's Customer Support Department and request that the domains below be White Listed (e.g. if your email address is agent@sbc.com, you need to contact SBC Customer Support.)

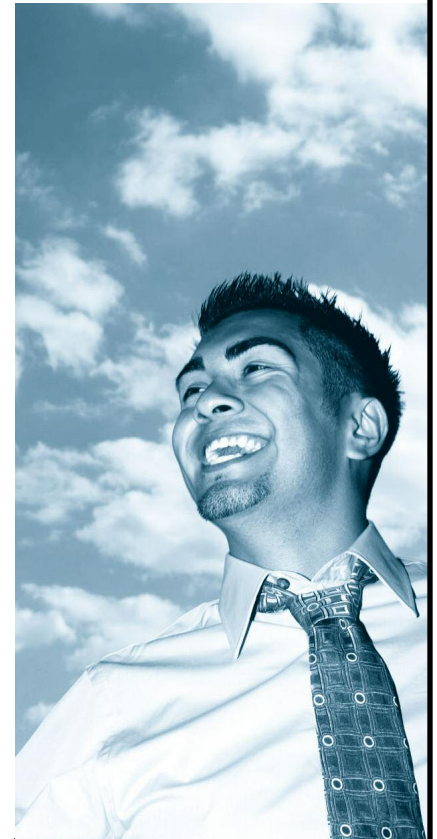
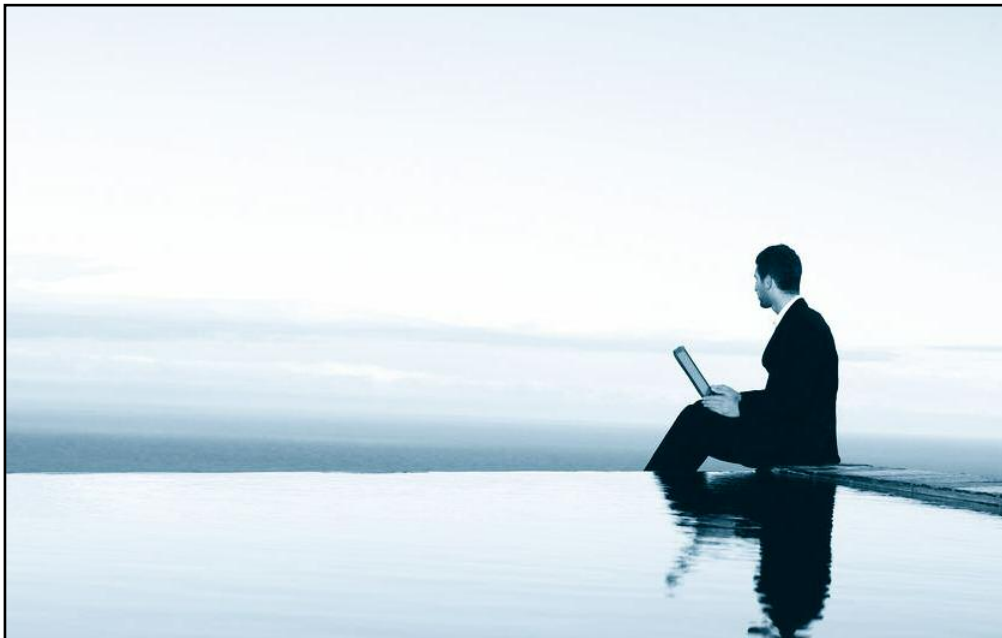
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OTHER EMAIL CLIENTS

Many email and internet service providers have "spam" or "junk" functions that automatically block or delete messages that you report as "spam" or "junk mail." Using these functions can prevent you from receiving messages from all members of that given domain who contact you — not just the particular message or sender in question. A best practice given these circumstances is to avoid the usage of these functions entirely if possible with correspondence from **iLeads.com**.

To prevent iLeads.com messages from being filtered into your "junk/bulk mail" folder, find the Add/Save to Address Book function in your email program and follow the appropriate instructions to add:

- ClientServices@iLeads.com

as well as adding the following domains:

- iLeads.com
- Professional-Services.info
- LeadExchange.com

to your address book, (make sure to save your changes)! Contact your email service provider or ISP for further assistance.

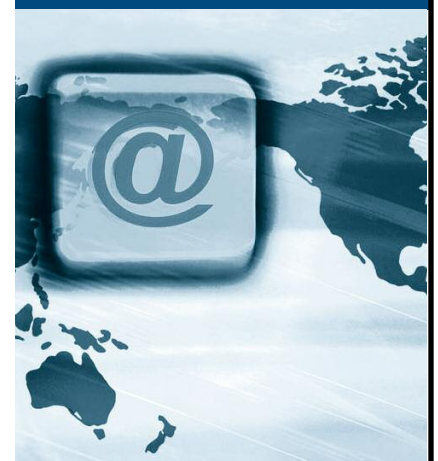
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OTHER EMAIL CLIENTS (cont)

No graphics, or email distorted?

If your email appears distorted or if links in the message are broken, your email or internet service provider may be automatically turning off images and links in your message prior to viewing from your inbox. Sometimes, as is the case with newer versions of Microsoft Outlook and Outlook Express, correcting the problem is as simple as clicking the enable graphics and hyperlinks function on a message by message basis, or enabling a more permanent setting within your email software.

For more detailed information about your mail software, contact your email or internet service provider for instructions to allow images and links to display in your email.

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Jump to another section:

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iLeads

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