Gmail

New Email users

You will need to add prettrst@prettrst.co.za and mail@pretorium.co.za to your Google Gmail Contacts List:

1. Click 'Contacts' along the left side of any Google Gmail page.

2. Click the New Contacts+ tab in the top left hand corner.

3. Copy and paste prettrst@prettrst.co.za and mail@pretorium.co.za into the primary email addresses dialog box.

4. Click Save.

Existing Email users

If you are already a subscriber but our email isn't getting through, make sure that the email has not been mistakenly marked as SPAM in your Google Gmail:

1. Click SPAM along the left side of any Google Gmail page.

2. Check mark the box next to our Email.

3. Click 'Not SPAM' button along the top.

TelkomSA

1. Type webmail.telkomsa.net into your browser.

2. This will take you to Telkom Internet Webmail.

3. You will need to log in:

- Name: telkomsa plus # (you need to type in your username, which is numerical after telkomsa)

- Password (must be lowercase)

4. Go to 'SPAM Preferences – Blacklisting'.

5. Remove prettrst@prettrst.co.za and mail@pretorium.co.za from the blacklist.

6. If the email address does not appear on the blacklist, you should receive your statement without any problem.

Yahoo!

New Subscribers

- Click the Settings icon, and then 'Mail Options' in the upper right hand of the screen.

- Select 'Filters' and then click Add.

- In the Filter Name field, insert prettrst@prettrst.co.za and mail@pretorium.co.za.

- On the Sender header row select 'Contains' from the pull-down menu and insert our email address (prettrst@prettrst.co.za and mail@pretorium.co.za).

- Select 'Inbox' from the 'Deliver the email to the following folder' pull-down menu. Click Save.

Check Your Online SPAM Folder

It is possible that your statement is being delivered to your Yahoo! SPAM Folder instead of your inbox.

1. Log into your Yahoo account and check your Yahoo SPAM Folder.

2. If your statement is there, select the statement and click on the 'Not SPAM' button.

3. Check to see if my email address (prettrst@prettrst.co.za and mail@pretorium.co.za) is in your 'Blocked Addresses' list.

4. Click on 'Options'/'Mail Options' (top right) and then select 'SPAM'. You will see a list of Blocked Addresses.

5. If you see our address on this list, select it and click the Remove Block button. You can edit your SPAM settings here to prevent all mail from ending up in your SPAM folder.

Lastly, you can set up a filter to ensure that our emails are always directed to your inbox.

1. Open your Online Yahoo Mailbox and click on 'Options'/'Mail Options' (top right).

2. Select 'Filters' (in left hand menu) and 'Add/Create Filter'.

3. Set up the 'From Header Rule' to 'Contains' and 'My Email Address'.

4. Choose 'Inbox' as the folder to move any mail from our email address to that folder.

5. Click 'Add' or 'Create'.

Outlook (Formerly Hotmail)

- Click on the Settings icon.

- Select 'More mail settings' from the menu.

- Select 'Safe and Blocked Senders' under the 'Preventing Junk Mail' header and click 'Safe Senders'.

- Enter prettrst@prettrst.co.za and mail@pretorium.co.za in the 'Sender or domain to Mark as Safe' field.

- Then click 'Add to List.'

Outlook

2010 and higher

1. On the Home tab at the top of your screen, click the dropdown arrow next to 'Junk'

2. Select 'Junk E-mail Options'.

3. Click the 'Safe Senders' tab then click 'Add'.

4. In the 'Enter an E-mail address', enter prettrst@prettrst.co.za and mail@pretorium.co.za, and then click OK.

*Please Note:

If you want your Contacts to be considered safe senders, select the 'Also trust E-mail from my Contacts' check box on the Safe Senders tab.

Previous Versions

1. On the Tools menu, click 'Options'.

2. On the Preferences tab, under e-mail, click 'Junk E-mail'.

3. Click the Safe Senders tab, and click 'Add'.

4. In the 'Add address or domain box', enter prettrst@prettrst.co.za and mail@pretorium.co.za, and then click OK.

*Please Note:

If you want your Contacts to be considered safe senders, select the 'Also trust E-mail from my Contacts' check box on the Safe Senders tab.

Other

If you use a web mail system or email application not listed on our Email Client menu, the instructions for white listing our address will depend on the specific Email program you are using. If you access the help files, instruction manual or customer support, there should be instructions on how to do this. In most cases, simply adding prettrst@prettrst.co.za and mail@pretorium.co.za to your address book, safe list, white list or contact list will be sufficient.