

## **INSTRUCTION FOR 'XTRA' EMAIL ADDRESS OWNERS**

BTW Company Ltd are unable to resolve why our emails sent to xtra addresses are being sent to the xtra spam box. To resolve the problem, the xtra account owner may follow the procedure below.

Step 1: Login into the xtra/Yahoo! Email portal by opening Microsoft Internet Explorer and typing <http://xtra.yahoo.com/> into the address bar.

Step 2: Login to the site using your email account username and password.



Sign in now!

**Are you protected?**  
Create your sign-in seal. (Why?)

Email:   
user@xtra.co.nz  
Sign in tips

Password:   
Forgot password?

**Keep me signed in**  
for 2 weeks unless I sign out. Info  
[Uncheck if on a shared computer]

[Need more help?](#)

Step 3: Click on the “Mail” icon to view your email.



Step 4: Click on the Spam link to view emails currently marked as spam.



Step 5: Find the email from BTW Company Ltd that has been marked as spam. The subject line may be a good indicator, or if you know who is sending the email to you then you can match the sender name. In the following screenshot Jackie Smith is the sender. Click on the subject field to open the email.



Step 6: Click on the "Not Spam" button to unmark the email as spam.



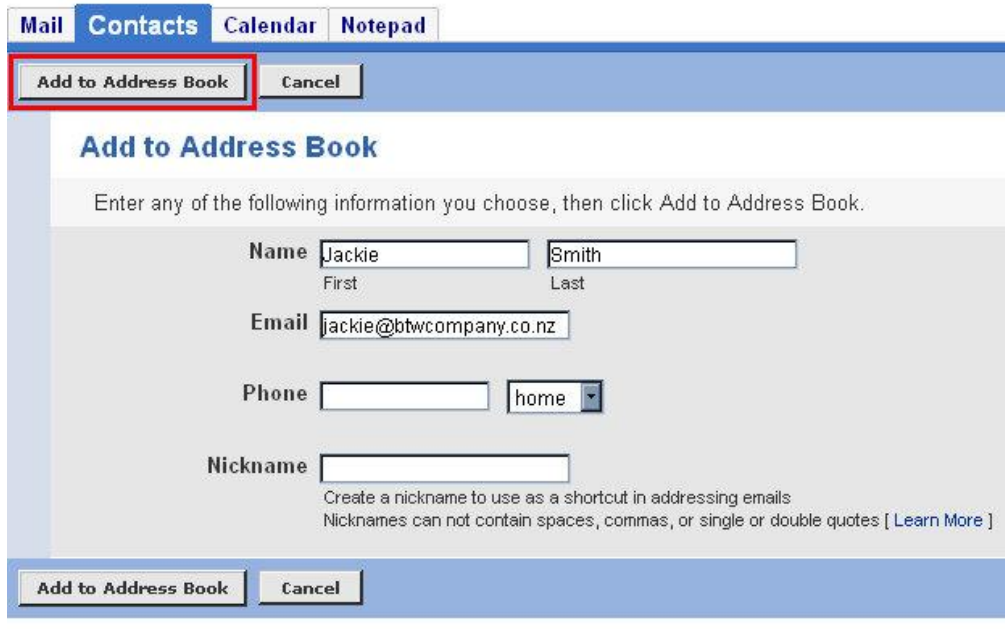
Step 7: Go to your inbox by clicking on the “Inbox” link, find the email again and click on the subject field to open it again.



Step 8: Click on the “Add sender to Contacts” button.



Step 9: Click on the “Add to Address Book” button.



These steps will make any new email from that sender arrive directly in your inbox on your preferred email client, if you use one. You will have to repeat these steps for any new senders.