

Automated Email

Your library offers notification through automated email. These notifications may include:

- Items coming due
- Items overdue
- Holds ready for pick-up
- Membership expiration coming soon

Please contact your library if you wish to register or un-register for email notification.

SPAM

Email SPAM, also known as Junk Mail, is an identical message sent to numerous recipients at one time and is usually illegitimate advertising.

Unfortunately, any mass-sent email appears the same to email SPAM filters, as such you may not receive a legitimate message if your email provider has marked it as SPAM.

SPAM Filters

Most email providers have automatic SPAM filters in place to pre-filter messages before they appear in your Inbox. Your Inbox will also provide further filter options to allow you to label specific types of messages or senders as SPAM.

You should be able to designate specific senders as acceptable. View your email provider's Help section for instructions.

**Automated Library notifications will appear from the sender:
notification@tracpac.ab.ca**

Troubleshooting: TELUS

If you have a **TELUS** email account and have not been receiving your library email notifications, first contact your library to ensure that they have your current email address. If the email address is current and correct you can update your **TELUS SPAM Control Settings** by:

1. Log in to your **TELUS Home Services** account.
2. Under the **Products & Services** section, click **View details / modify**, to the right of the TELUS High Speed section (or TELUS Dial-Up section).
3. From the **E-mail boxes** section, click **Update Spam Control** for the email address you wish to set (**notification@tracpac.ab.ca**)
4. Choose the best option:
 - (a) Automatically delete all spam before delivery
 - (b) Mark suspected spam and deliver to this mailbox
 - (c) Do not filter email
5. Click **Update**.

If you still encounter problems receiving your library email notifications you may contact TELUS and ask them to ensure that **notification@tracpac.ab.ca** is selected as a safe sender.

Troubleshooting: SHAW

If you have a **SHAW** email account and have not been receiving your library email notifications, first contact your library to ensure that they have your current email address. If the email address is current and correct you can adjust your **Spam Mail Options** by:

1. Log in to your webmail account at **<http://wm.shaw.ca>**
2. Click **Preferences** on the top right side of the page.
3. Select **Spam** from the left side of the page.
4. Choose your preferred settings here and then click **Save** above.

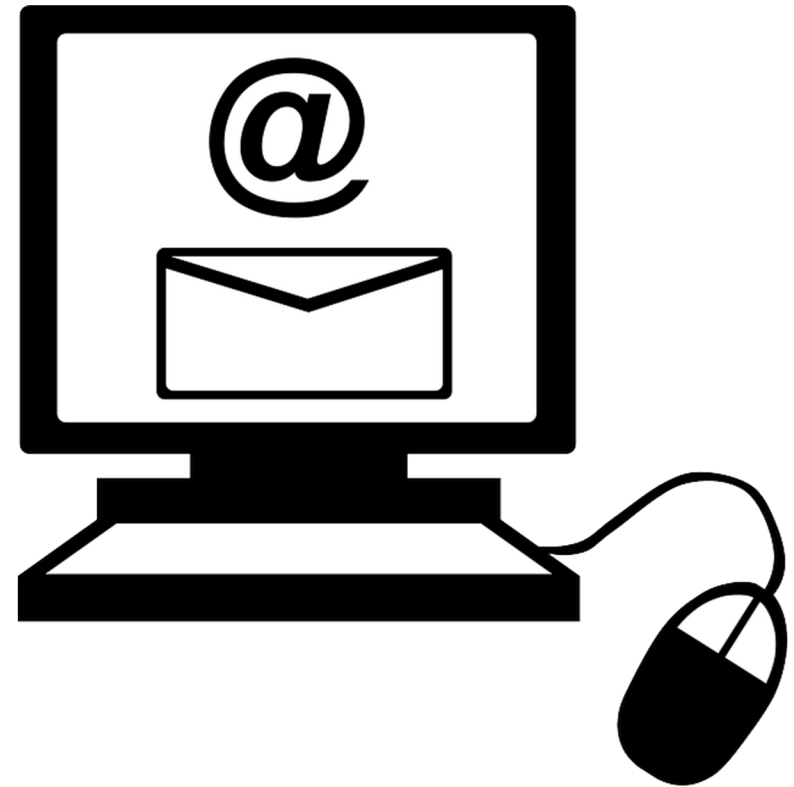
Choices for Spam Mail Options are:

- Label message as SPAM and keep in Inbox
- Discard message immediately (will not appear in trash)
- Label message as SPAM and send to Junk

If you still encounter problems receiving your library email notifications you may contact SHAW and ask them to ensure that **notification@tracpac.ab.ca** is selected as a safe sender.

Please contact your library with any questions.

Library eMail Notification Troubleshooting



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