

## Issues Receiving Yahoo Email

The following is intended to be used with Yahoo's newest Mail View. Yahoo's Basic Mail view options may be different.

First, we need to ensure that the customer has not selected for the sender email address to be blocked on their account. Blocked accounts are located under Settings -> More Settings -> Security and Privacy.

If [ctbilling@ctitech.com](mailto:ctbilling@ctitech.com) is listed, please remove the account by clicking the trash can that appears when hovering over the blocked address.

yahoo/mail Find messages, documents, photos or people Thomas Home

Blocked sender added

Security and privacy Make your email safer 1 of 1000 used

Blocked addresses + Add

ctbilling@ctitech.com

Shop, bank and browse online with confidence.

As a valued member of the Yahoo family, we want to help make sure your data is safe and secure. That's why we're proud to offer you Norton Security Online.

[Help Protect Your Online Security Today](#)

1 TB of storage  
0.01 % used

Next, we'll ensure that the email is not being treated as spam by explicitly marking the email as 'Not Spam' and adding the [ctibilling@ctitech.com](mailto:ctibilling@ctitech.com) email as a contact on the email account.

NOTE: Attachments for emails marked as spam cannot be opened until they are removed from the spam folder.

To mark as not spam, use the 'Not Spam' option listed in the message options in the center-top of the message window.(circled below)

To add the sender email as a contact to the email account, use the 'Add Sender to Contacts' option available by clicking the additional options(...) next to the 'Not Spam' option. At least a first name is required, 'CTI' will suffice or the user can use whatever name they would like.

