

## IMPORTANT NOTE for Yahoo Users

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If you have a Yahoo email address, you will likely have difficulty in receiving emails from RefTown, particularly your username/password email.

Yahoo, and only Yahoo, actively forces emails from our site into the junk/spam folder. We have yet to find a case of a missing username/password email on Yahoo that is not found there.

Here are two different sets of instructions to configure Yahoo to allow our emails through (they both do the same thing, just two different approaches, ):

- <http://safesenderslist.com/yahoo.html> (In step #3, add [mailer@reftown.com](mailto:mailer@reftown.com) as the email address contact)
- [https://www.reftown.com/kbp\\_502/index.php?View=entry&EntryID=184#yahoo](https://www.reftown.com/kbp_502/index.php?View=entry&EntryID=184#yahoo) (useful if you've already located the email in your junk/spam folder)

See the article referenced below on having your username/password sent again if needed.

We apologize for this problem but the emails are making it to Yahoo but not to the inbox. We've appealed to Yahoo on this issue and they refuse to address this problem. Complaints to Yahoo, from you, may help with this issue for future users.

Feel free to contact us if you need assistance.