Please find here below instructions **to ensure that OLS system emails are received**. This applies to both you as National Agencies but also to your Beneficiaries. Therefore we would recommend you to share this information with your Beneficiaries as soon as possible, preferably still before you assign OLS licences to them (in order to assure that your Beneficiaries receive the log-in).

1. <u>Contact your IT department</u> asking them <u>to define a rule in the mail server in order that **all emails** sent by X@erasmusplusols.eu are accepted.</u> Thanks to that, support@erasmuplusols.eu, noreply@erasmusplusols.eu and all the other emails from various addresses connected to @erasmusplusols.eu created will be accepted by your server.

2. In the absence of an IT department, you can also do it yourself for your desktop clients such as Outlook, Mac Mail and Mozilla Thunderbird.

- For Microsoft Outlook 2003: Check in your spam folder. Open the email message from the sender you want to add to your address book. Right-click Click here to download images in the gray bar at the top of the message. Click Add Sender to Senders Safe List to finish.
- For Microsoft Outlook 2007: Check in your spam folder. Right-click on the email you received (in the list of emails). Click Junk E-mail. Click Add Sender to Safe Senders List to finish.
- For Microsoft Outlook 2010: Click the Home tab. Click Junk. Click Junk E-mail Options. Click Safe Senders. Click Add. Enter [support@erasmuplusols.eu, noreply@erasmusplusols.eu] and additional information if you wish. Click OK to finish.
- For Mac Mail: Click Address Book. Click File. Click New Card. Enter [support@erasmuplusols.eu, noreply@erasmusplusols.eu] and additional information if you wish. Click Edit to finish
- For Mozilla Thunderbird for PC: Click Address Book. Make sure Personal Address Book is highlighted. Click New Card. This will launch a New Card window that has 3 tabs: Contact, Address & Other. Under Contact, enter [support@erasmuplusols.eu, noreply@erasmusplusols.eu] and additional information if you wish. Click OK to finish.
- For Mozilla Thunderbird for Mac: Click Address Book. Make sure Personal Address Book is highlighted. Click New Card. This will launch a New Card window that has 3 tabs: Contact, Address & Other. Under Contact, enter [support@erasmuplusols.eu, noreply@erasmusplusols.eu]] and additional information if you wish. Click OK to finish

Kind regards,
The Erasmus+ OLS Team