



Didn't get our emails?

Whitelisting UDPL's email addresses

What email addresses do I need to whitelist?

Books & Museum Passes

- Books, Movies, Music: udpllibrarynotices@mclinc.org (two L's in the middle)
- Museum Passes: upperdublinlibrary@mclinc.org

Estuff

- Overdrive/Libby: donotreply@overdrive.com
- Hoopla Digital Newsletter (borrow reminders): newsletters@discover.hoopladigital.com
- RBDigital (Digital Magazines): rbsso@rbdigital.com

Newsletters

- Library newsletter: Library@upperdublin.org
- Wowbrary (newest books newsletter): newest@wowbrary.org

Why is it happening?

While our notification emails say they're from us, our emails about holds, overdues & museum passes are all sent by third parties. This makes email companies distrust our emails and put them in your spam folder or, in some cases, not deliver them at all. Unfortunately, the only way to receive our email is to make your email provider understand that you want our emails by either creating a filter or adding our email addresses to your whitelist. (A whitelist is a list of emails that should never go into your spam.)

How do I whitelist?

- Gmail: <https://www.lifewire.com/how-to-whitelist-a-sender-or-domain-in-gmail-1172106>
- Yahoo: <https://www.lifewire.com/set-up-filter-yahoo-mail-1167129>
- Outlook: Go to <https://support.office.com/> and search **Block senders or unblock senders**
- Aol: <https://help.aol.com/articles/sort-incoming-emails-into-folders-with-mail-filters-in-aol-desktop-gold>