

## **Not getting emails from Washington County Library?**

### **Check these things:**

- To ensure you continue to receive email from Washington County Library, please add [AskALibrarian@co.washington.mn.us](mailto:AskALibrarian@co.washington.mn.us) to your address book.
- Make sure your library account is up-to-date:
  - 1) A “Block” on your library account may prevent you from receiving emails. (Blocks are messages placed on your library account by library staff members.)

Check your library account for blocks; click on “Review My Account” – in the green box on the right side of most Library web pages. Or stop in or call your “home” library to find out if there is a block on your account.

If there is a block, work with a librarian to get it removed.

2) Also, check to make sure your email address is up-to-date in your Washington County Library account.

- Check your virus software to see if it is blocking Library emails.
- Check to see that email messages from WCL have not been marked as “spam.” (See Yahoo example below.)
  1. Log in to your Yahoo email account
  2. Click “Options” (far right)
  3. Click on “Block Addresses”
  3. Look to see if WCL is on your list of blocked addresses
  4. If it is, highlight the blocked WCL address by clicking on it
  5. Click on 'Remove Block'

**[www.co.washington.mn.us/library](http://www.co.washington.mn.us/library)**

**WASHINGTON COUNTY LIBRARY**