

OVS Broadcast Email/Advisory Bulletin

From: ovs.sm.grants
Sent: Monday, October 28, 2019 11:25 AM
Subject: Broadcast Email/Advisory Bulletin - OVS Email Client Notification

Importance: High

Dear Colleague:

Recently, OVS has been notified that a few programs are occasionally having emails from OVS and from the OVS email client ConstantContact end up in a Spam folder. OVS routinely sends Broadcast Emails, Advisory Bulletins, training announcements and the OVS quarterly e-newsletter, *OVS Outreach*, all via listserv distribution. Receiving and reading this information is crucial and in order to ensure your organization's email client is filtering emails from OVS correctly, we encourage ALL recipients of this correspondence to immediately implement the following best practice measures:

- Update your email service provider's whitelist to include emails from OVS (i.e. add OVS to a safe senders list). Instructions on how to whitelist an email can be easily found via any internet search engine (search: *how to whitelist emails*). The following OVS email addresses should be added **immediately**:
 - ovsoutreach@ovs-ny.ccsend.com
 - ovsoutreach@ovs.ny.gov
 - training@ovs.ny.gov
 - ovsgrants@ovs.ny.gov
 - vspadvocates@ovs.ny.gov
- Routinely check your spam or junk folder.
- Bookmark and routinely visit the [OVS Victim Assistance Program](#) and [OVS VAP Training Center](#) webpages, where much of the same information is also updated regularly.

Even with these measures taken, some email clients may still filter emails from OVS into a spam or junk folder, so it is very important to make a periodic check of those folders a part of your routine.

We appreciate your understanding and efforts to ensure communication from OVS is widely received within your organizations.

On behalf of the New York State Office of Victim Services, thank you for your commitment to providing the highest quality services to innocent victims of crime in New York State.

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