



OHALAH
Association of Rabbis for Jewish Renewal
(An Association Also Including Cantors and
Rabbinic and Cantorial Students)

Dear Subscriber,

We are sorry that you continue to have difficulties with your Daily Digest version of the OHALAH email list. We have solved a number of problems that are allowing most of our subscribers to receive problem free digests.

We have been advised by our email list server that the remaining problems involving extraneous markings may be caused by the way your computer is receiving emails. This may be caused by the configuration used by your email program or your internet service provider.

Here are some steps to try:

Step 1. Make sure you are using the latest version of your e-mail software. If not, update to that version. If you are running the latest version, please contact technical support for the software developer, explain the problem you are having and ask for their help in resolving it.

Step 2. Try accessing your e-mail through it's website. For example, if your email address ends with @yahoo.com, go to www.yahoo.com. If you use AOL, go to www.webmail.aol.com. If you are not sure how to access the website for your email provider, contact tech support for your provider and ask them.

If your OHALAH digest looks fine when you access your email through your email server's web site, there are two ways to proceed. Either set yourself up to always read email from your server's website, or contact tech support for your email server and ask for their help in getting rid of the extraneous markings when you use your preferred venue for receiving emails.

Step 3. Read over an email from the Ohalah list that contains the problematic markings. Paste the email into a word document, make sure the problematic markings appear in the word document. Save the word document and email it as an attachment to Harry Zeitlin and Pam Frydman Baugh at hlzeitlin@comcast.net and pbrydman@yahoo.com.

We will study the attachment, get back to you with additional questions and be in touch with suggestions to eliminate the markings.

If we are not able to help you, and if steps 1 and 2 have already been tried and did not resolve the problem, we will ask you to please try Step 4:

Step 4. **CHANGE THE FORMAT FOR YOUR EMAIL PROGRAM.** There are three available formats: traditional, MIME and HTML. The OHALAH email list automatically sends its emails in MIME.

Please contact tech support for your internet provider, ask which format you have, explain the problem you are having in the way OHALAH emails look when they arrive in your inbox and explain that OHALAH's server sends emails in MIME. Ask for help in switching to a different format than you have and see if that helps.

Please remember that there are three available formats for your internet provider, so if the one you have isn't working and you try a second one and it doesn't work, it is a good idea to also try the third format.

Step 5. If following Step 4 does not resolve the problem, please contact tech support for your email provider and make the same requests of them that are described in Step 4 for your internet provider.

Step 6. If, after you have taken all the steps above, you are still having problems, please let us know and we will keep troubleshooting with you.

Rav todot!

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OHALAH
is a professional branch of
ALEPH
Alliance for Jewish Renewal