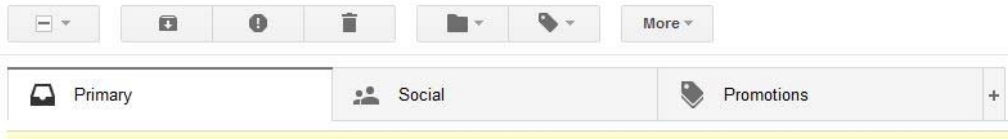


To *Viva Voce* subscribers who use Gmail:

Some Gmail subscribers to the Opera Guild's newsletter, *Viva Voce*, have reported an issue with receiving it in their Gmail accounts. This procedure should solve the problem.

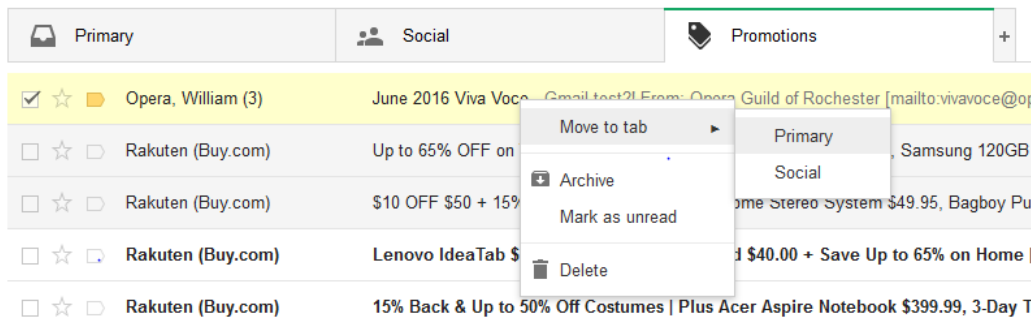
When you log into your Gmail account you will notice that there are three tabs showing: [Primary], [Social] and [Promotions]. By default, the [Primary] tab is selected.



It appears that Gmail, by their default policy, will place *Viva Voce* into the [Promotions] tab. We assume that this will happen with all mail sent by our Mail Process Service, Constant Contact. If you don't look into the [Promotions] tab, you will not notice that *Viva Voce* has arrived.

In order to start receiving your copies of *Viva Voce* in your Primary Tab, here's what you should do:

1. Left-click on the [Promotions] tab. This will display all messages that Gmail policy has identified as [Promotions], i.e. advertisements. *Viva Voce* should show up in the list.
2. Right-click on the *Viva Voce* item, and select [Move to tab] -> [Primary]



3. Then, in the notification box that will appear above, click on the [Yes] link that prompts you to do this for all messages from OperaGuildofRochester@GMail.com. This issue of *Viva Voce* and all future issues should then appear in your [Primary] tab.