How to Join a HUD Listserv & Troubleshooting Tips

1. Select the listserv that you would like to join from the Join a Listserv page: 
   http://www.hudhre.info/index.cfm?do=viewJoin. This will bring you to the respective HUD Mailing List page.

2. Enter your e-mail address and select “OK” to initiate the listserv confirmation process.

3. First, you should receive an e-mail similar to the one shown below:

   **Tip:** If you do not receive a confirmation e-mail, review the troubleshooting tips at the end of this document to ensure your e-mail program is not blocking the sender’s messages.

4. Review the instructions and click “Reply.” In the body of the e-mail, type “OK” (without quotation marks). Delete any other quoted text and click “Send.” (Note: You must respond to the original e-mail within 48 hours.)

5. Shortly after sending, you should receive a confirmation e-mail like the one shown below:
6. Finally, you should receive a second confirmation e-mail similar to the one shown below:

![Confirmation Email]

7. If you have successfully followed the steps above and have received the confirmations noted, you have been added to the listserv. Note: Generally, requests to join HUD Listservs are processed within one business-day. If you did not receive the confirmation e-mails, it is likely that your request did not go through.

**Tip:** If after several weeks you have not received a listserv message from the group you joined, please review the following troubleshooting tips provided by the CPD Web Team.
**Troubleshooting Tips:**

If you are properly signed up to receive HUD listservs but are not receiving them, this would indicate that your e-mail program or ISP may be blocking the messages. Check your e-mail program settings to make sure that the HUD e-mail address has not been listed as one to block and add the listserv to your “Safe Senders” list (see instructions below). If you need further assistance, please contact your IT Administrator.

Add **LISTSERV@HUDLIST.HUD.GOV** to your “Safe Senders” list by performing the following actions:

1. On the Tools menu, click “Options.”
2. On the Preferences tab, click “Junk E-mail.”
3. On the Safe Senders tab, click “Add.”
4. In the Add address field, enter **LISTSERV@HUDLIST.HUD.GOV**

If your e-mail program is not set to block HUD listservs, you will need to contact your IT Administrator to ensure that they are not blocking the messages. They may be blocking our listservs directly, or they may be using a third-party e-mail filter which is blocking HUD listservs, mistaking them for unsolicited e-mail messages. This is an issue that will need to be resolved with your IT Administrator, who will need to adjust their own settings or contact the provider of any third-party filtering software they may be using.