

Instructions to Ensure PN-PBE Email is Not in Spam Folder

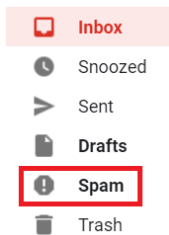
Purpose: As part of the Program Negotiations process, an email containing the link to **CLBC's Program Budget Exchange (PN-PBE) Landing Page** is being automatically generated by the PN-PBE system and sent to CLBC Service Providers. This link will enable Service Providers to review, complete and submit a Draft Program Budget. Some email Service Providers are sending this link to the '**spam**' folder. As such, CLBC Service Providers should confirm that the following email address is marked as '**safe**' and is not being received in their spam folder: clbcprogramnegotiations@gov.bc.ca . This document provides instructions on how to mark an email as '**safe**' that is found in the 'spam' or 'junk' folder of their email Service Provider.

Instructions:

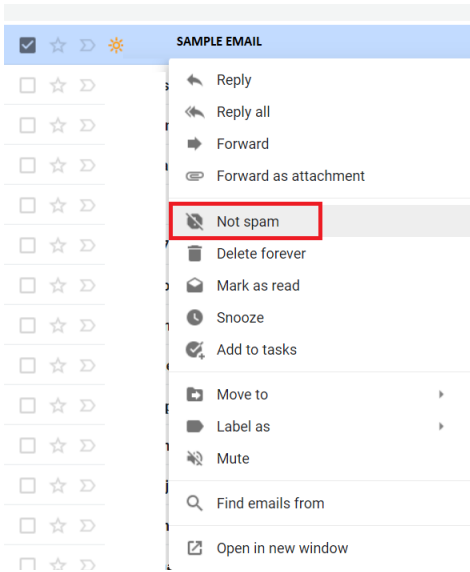
1. Identify your email Service Provider: [Gmail](#), [Hotmail](#), [Outlook](#), or [Yahoo](#)
2. Review and complete the corresponding step-by-step instructions below to ensure that this email address is marked as safe: clbcprogramnegotiations@gov.bc.ca
3. For your reference, see Section 4 below for an example of the email containing the link to **CLBC's Program Budget Exchange (PN-PBE) Landing Page**.

1. [Gmail](#)

1. In Gmail, select the **Spam** folder.



2. **Right click** the email you want to mark as 'safe', then select **Not Spam**.

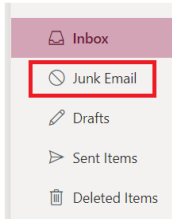


3. The email will be unmarked as spam and moved to your inbox.

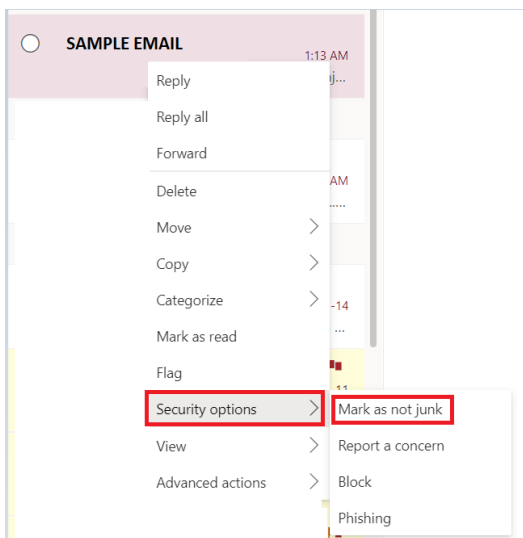
Conversation unmarked as spam and moved to Inbox. [Learn more](#) [Undo](#) [X](#)

2. Hotmail/Outlook

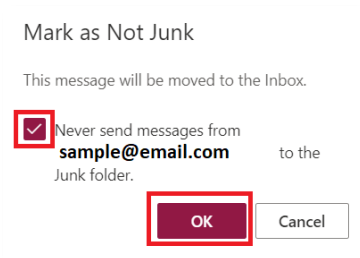
- a. In Outlook/Hotmail, select **Junk Email**.



- b. **Right click** the email you want to mark as 'safe', then select **Security options**, then select **Mark as not Junk**.



- c. A **Mark as Not Junk** window will appear. Make sure the checkbox () is selected next to **Never send messages from [...] to the Junk folder** then select **Ok**.

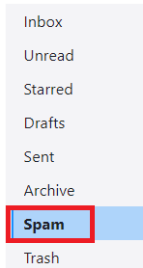


- d. The email will be unmarked as spam and moved to your inbox.

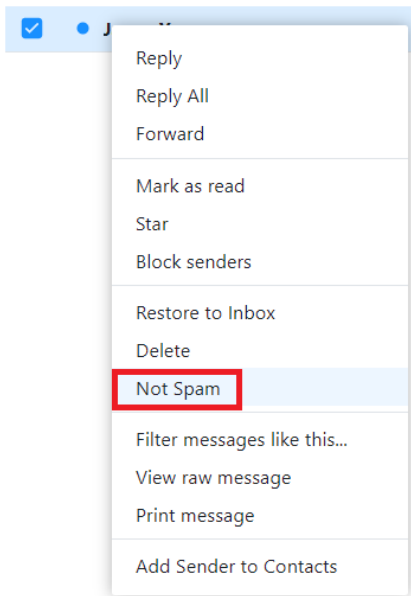


3. Yahoo

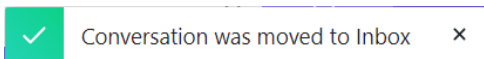
- a. In Yahoo Mail, select the **Spam** folder.



- b. **Right click** the email you want to mark as 'safe', then select **Not Spam**.



- c. The email will be unmarked as spam and moved to your inbox.



4. Example of the email containing the link to CLBC's Program Budget Exchange (PN-PBE) Landing Page

From: clbcprogramnegotiations@gov.bc.ca
Sent: Date
To: Specific Service Provider
Subject: CLBC Program Negotiations - Draft Program Budget

Hello Vendor 10,

CLBC has sent a Draft Program Budget to you for review, completion and submission. This Draft Program Budget is listed on your organization's Program Budget Landing Page, which can be accessed by clicking on the below hyperlink:

[Click here to access the Program Budget Landing Page](#)

Please note that the Landing Page displays all Draft Program Budgets for your entire organization that (a) are currently under negotiation or (b) have recently been contracted. This includes those that may have originally been sent to a different enrolled contact. To identify the Draft Program Budget that this specific notification relates to, please compare the date and time of this email to the same information contained within the "Last Action Date" column of the Landing Page.

➤ Detailed Guidance

For additional guidance with regard to accessing, completing and submitting a Draft Program Budget, please visit the following location on CLBC's internet site: <https://www.communitylivingbc.ca/for-service-providers/service-provider-resources/program-negotiations/program-budget-submission-instructions>. Please be advised that the outcomes of this negotiation process are provisional only and are subject to further review and final approval by CLBC during the contracting phase.

➤ Security and Privacy

In developing this electronic exchange process, CLBC has established strong controls in order to address all security and privacy related obligations and risks. Similarly, service providers should also be aware of their responsibilities under FOIPPA, particularly if deciding to forward an email notification containing an active Landing Page hyperlink.

For information on recommended practices to apply during this process and for a detailed explanation of how CLBC has considered the safety and security of personal information, please visit the webpage referenced in the Detailed Guidance section above.

➤ CLBC Support

If you require further support regarding these procedures or if your access link has expired and you need a new one, we encourage you to contact either your relevant CLBC Analyst or the CLBC Service Centre (CLBCSDPC@gov.bc.ca or by phone at 604-733-2655, toll free 1-866-780-2655) at your earliest convenience.

Thank you for your attention and cooperation.

Community Living British Columbia

CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.