

FAQs for Bonn Newsletters

Please understand that due to the large number of subscribers we are unable to provide individual replies to all queries and have therefore listed the most frequently asked questions and their answers, as well as some helpful tips, on this page.

General Questions

What format are the newsletters available in?

You can choose between two formats: HTML, which displays all images and styles, and text-only.

How much do the newsletter subscriptions cost?

The newsletters are free of charge.

Why does my e-mail client attempt to go online when reading the newsletter?

The images are not sent with the HTML newsletter in an attempt to keep it as compact as possible. They are instead provided as links to www.bonn.de allowing the subscribers to decide for themselves whether they want to load the images or not.

Subscribing, Unsubscribing and Address Changes

How do I subscribe to a newsletter?

Simply enter your e-mail address on the **registration page**, click on "Subscribe" and confirm by clicking on "Send". A welcome message will be sent to the entered e-mail address with a confirmation link with which the free subscription can be activated (see also "double opt-in" process).

How do I unsubscribe from a newsletter?

There is a link at the bottom of each newsletter to the **registration page**, where you can enter a new e-mail address or unsubscribe by clicking on "unsubscribe". Please confirm your entry by clicking on "Send".

Is it safe to enter my e-mail address?

Your e-mail address is only saved for the newsletter and will not be passed on to third parties. The processes for subscribing to and unsubscribing from the newsletters are also secure.

How do I change my e-mail address?

Please unsubscribe with your existing e-mail address first and then subscribe with the new e-mail address.

What is the double opt-in process?

The double opt-in process means that you first register for the newsletter with your e-mail address and then receive a welcome e-mail. The subscription is only activated after you have clicked on the confirmation link in the welcome message. The process ensures that you are not added to the mailing list against your will. The double opt-in process, which is also used for subscribing to information and newsletters, is recommended for serious e-mail marketing by various organizations, such as the German Direct Marketing Association (*Deutscher Dialogmarketing Verband – DDV*), and also adheres to the legal restrictions with regard to "unfair competition".

Delivery

Why am I not receiving the newsletter?

If you have entered the correct e-mail address and activated your subscription by clicking on the confirmation link in the welcome e-mail then the newsletter may be being marked as spam by your firewall or provider. Please therefore check that the newsletter is not in your spam folder. This can be avoided by adding the sender address "newsletter-bonn@bonn.de" to the address book of your e-mail client or webmail interface, or the whitelist of

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your spam filter. If you are having trouble receiving the newsletter at your workplace then your company is probably using a firewall with a content filter, in which case we recommend consulting your IT department.

Display Problems

Why am I unable to open the newsletter or only see a jumbled mess of letters and symbols when I do?

The function to receive mails in HTML format is probably deactivated in your settings. You can usually edit these settings yourself by changing the mail format in your settings from “plain text” or “rich text” to “HTML”. You may need the help of your IT department to do so in corporate networks as they may generally prevent the display of HTML mails for security reasons. Another option is to select “text-only” instead of “HTML” as the newsletter format on the **registration page**.

What can I do if the e-mail client of my online provider cannot display HTML mails?

You may also be able to display the newsletter as a link that can be opened in your browser or save it as an external file. Please use the file extension “htm” or “html”, or rename the file accordingly, as certain programs use fixed extensions (e.g. “txt” or “dat” in the case of CompuServe). You should then be able to open the file in your browser. Another option is to subscribe to the newsletter in “text-only” format.

Why am I seeing symbols instead of umlauts in my e-mail client?

Your e-mail client or browser may be using the wrong character set. Select “Western European (ISO)” as the character encoding in Microsoft Internet Explorer or “Western (ISO-8859-1)” for Netscape Navigator or Firefox.

Why am I not seeing the images in the newsletter?

The images are not sent with the newsletter in an attempt to keep it as compact as possible. They are instead provided as links to www.bonn.de. If your e-mail client is working in offline mode or you have deactivated the display of images, you will see placeholders instead of the images.

Why are the line breaks being displayed incorrectly?

The settings of your e-mail client may cause the line breaks in the newsletter to be displayed incorrectly, for example, Microsoft Outlook automatically removes line breaks by default. If you are using Microsoft Outlook, you can restore the extra line breaks by selecting the “Unwrap Text” button above the address line.