Adding email addresses to your ‘Safe Senders List’

Whitelisting an email address ensures that emails sent from that specific address reach your Inbox, and not your junk or spam folder. If your contacts are telling you that they’re not receiving your email, a good place to start is to have them add your email address to their whitelist.

How to whitelist an email address with Gmail

Sign in to your account at Gmail.com and do the following.

Add the address to your contacts

Add the email address that is sending you email to your Gmail Contacts. Google will usually deliver email from addresses that are in your Contacts.

Mark messages as ‘Not spam’

If Gmail has marked emails you wish to whitelist as spam, tell Gmail the emails are not spam.

1. In Gmail, navigate to the spam folder.
2. Search for emails containing the domain you wish to whitelist (eg onlinegroups.net).
3. Select all the emails shown.
4. Click More and then Not spam.

Create a filter for the address

Create a filter to tell Google to whitelist email from a domain.

1. Click the cog icon in the top-right corner, and then Settings
2. Click on Filters and then Create a new filter
3. Either
   o enter the domain of the email you want to whitelist in the From field or
4. Click Create filter with this search
5. In the box headed When a message arrives that matches this search select Never send it to spam
6. Click the **Create filter** button

To whitelist all email from a domain, enter the domain in the From field

**Tips:**

- Do not enter email addresses in both the From and To fields as Gmail will only filter in emails that meet both criteria
- In both the From and To fields, you can enter either a specific email address or an entire domain
- To enter multiple domains in each field separate them with OR as in “onlinegroups.net OR groups.yahoo.com”

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**How to whitelist an email address with Outlook.com**

For Outlook.com, Windows Live Mail, Hotmail and MSN Mail, sign in to your account and do the following.

**Add the address to your contacts**

Add the email address that is sending you email to your Outlook.com Contacts. Outlook.com will usually deliver email from addresses that are in your Contacts.

**Add the address to your safe senders**

1. Click the cog icon in the top-right corner and then **More mail settings**
2. Select **Safe and blocked senders** and then **Safe senders**
3. Add add the domain of the email you want to whitelist to the list of **Safe senders**
4. Return to **Safe and blocked senders** and then select **Safe mailing lists**

To whitelist all email from a domain, add the domain to the list of safe senders

To whitelist an online group, add the group address to the list of safe mailing lists

**Tips:**

- In both the **Safe senders** and **Safe mailing lists**, you can enter either a specific email address or an entire domain
In both the Safe senders and Safe mailing lists, you can enter multiple domains or email addresses.

How to whitelist an email address with Yahoo! Mail

Sign in to your account do the following.

Add the address to your contacts

Add the email address that is sending you email to your Yahoo! Mail Contacts. Yahoo! will usually deliver email from addresses that are in your Contacts.

Create a filter for the address

1. Mouse over the Settings menu icon and select Settings
2. Click Filters and then Add
3. Enter a Filter Name
4. Either
   - enter the domain of the email you want to whitelist in the Sender field, or
5. Select Inbox as the folder to deliver the email to
6. Click Save and then click Save again

To whitelist all email from a domain, enter the domain in the Sender field

Tips:

- Do not enter email addresses in both the Sender and Recipient fields as Yahoo! Mail will only filter in emails that meet both criteria
- In both the Sender and Recipient fields, you can enter either a specific email address or an entire domain
- Create a new filter for each domain or email address you want to whitelist
AOL

Add the "From address" you want to receive mailings from to your AOL address book:

1. Click the "Mail Options" menu and select "Address Book".
2. Inside the "Address Book" window, click the "Add" button.
3. Inside the "Address Card for New Contact" window cut and paste *username@domain.com* into the "Other E-Mail" field.
4. Make our From address the "Primary E-Mail" address by checking the associated check box to the right of it.
5. Click the "Save" button.

If the mailing is in your SPAM Folder, you can open the email and click the "This Is Not Spam" button.

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Hotmail

Add the From address you want to receive mailings from to your Hotmail Safe List:

1. Open your mailbox and click “Options” (upper right hand corner).
2. Click the “Junk E-Mail Protection” link.
3. Select the “Safe List” link.
4. Copy and paste *username@domain.com* into the dialog box titled “Type an address or domain”.
5. Click the “Add” button next to the dialog box.

If the mailing is in your "Junk E-Mail Folder", open the email and click the "Not Junk" button.

You should also check that the mailing's email address is not in your Blocked Senders list. You can find your Blocked Senders list by following the directions above and going to "Blocked Senders List" instead of "Safe List". If you see the mailing's from address on this list, select it and click the Remove button.
Outlook 2010 / Outlook 2013

2. In the home tab, click the Junk drop down menu.
3. Then click Junk Email Options.
4. Navigate to the Safe Recipients tab.
5. Click the Add button.
6. Type in the email address or domain you want to whitelist, then click okay.

AT&T Web Email

1. Open your mailbox.
2. Select Options on the top right hand side > Mail Options > Filters > Add Filter.
3. Select Filters.
4. Click "Add Filter".
5. In the top row, labeled From Header, select "contains" from the pull-down menu. Enter the address in the text box next to the pull-down menu.
   **Example:** You can either give a specific email address or use @xxxxx.com or *xxxxx.com to whitelist the domain (replace the xxxx with the domain name).
6. Move down to the bottom where there is the option "Move the message to". Select Inbox from the drop-down menu.
7. Select the Add Filter button once again.

Comcast SmartZone / Xfinity

1. Click Address Book.
2. Click "New" and choose "New Contact".
3. Add the email address and any additional information.
4. Click Save.
MacMail

1. Open the email.
2. Ctrl-click the sender's email address and select "Open in Address Book."
3. Verify the sender's contact details.
4. Click Save.

MSN

1. Select Settings: Email | Junk e-mail (bottom left, just above Calendar).
2. From the E-mail settings screen, select Junk E-mail Guard.
3. Select Safe List.
   Example: You can either enter a specific email address or use *xxxxx.com or @xxxxx.com to whitelist the domain (replace the xxxxx with the domain name).
4. Select Add.

Road Runner Webmail

Adding an email address to the safe sender list will add the email to your inbox and future emails will be delivered to the inbox.

1. Open your Road Runner mailbox.
2. Open your Junk Mail folder.
3. Select the email that includes the e-mail address you would like to add as a safe sender.
4. Click "Mark as Not Spam".
Verizon
1. Open your Inbox.
2. Click **Options**.
3. Click **Block Senders**.
4. Locate the “Safe List”.
5. Enter your contact's domain.
6. Click **OK**.

Windstream
1. Click the **Settings** tab.
2. Click **Messages**.
3. Click **Allow and Block Messages**.
4. Select "Advanced Block Senders".
5. In the Allowed Senders and Domains area, type the senders and domains you want to allow.
6. Click **OK**.