

Non Profit Dynamics

How to "Whitelist" (Trusted Sender) an Email Address in an Email Client

AOL

WebMail

1. Open the email.
2. Click on the sender's name and email address.
3. Click "Add to Address Book" in the window that appears.
4. Enter any additional information.
5. Click **Save**.

AOL (version 9.0 or higher)

1. Copy the "from" address from the latest email (or you can copy the addresses listed above).
2. In the pop-up box, select **Add**.
3. Paste the copied address/type the address required in the **Other** email field.
4. Make the newly added address the "Primary email address" by checking the checkbox.
5. Select **Save**.

AOL 8.0

1. Select **Mail** in the Menu on the top of the screen.
2. Select **Mail Controls**.
3. Select **Next** from the Mail Control Screen displayed.
4. Select "Customize Mail Controls for this Screen Name" and click **Next**.
5. (Optional) Select "Allow email from all AOL members, email addresses and domains" (allows all emails).
6. Select **Next** until the **Save** button shows up at the bottom.
7. Select **Save**.

AOL 7.0

1. Select **Mail** in the Menu on the top of the screen.
2. Select "Mail Controls".
3. Select **Next** from the Mail Control Screen.
4. Select "Customize Mail Controls for this Screen Name" and click **Next**.
5. In the exclusion and inclusion parameters, include the domain xxxxx.com (replace the xxxxx with the domain name).

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For additional help with whitelisting email addresses in AOL, please see [AOL's support](#).

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 xxxxx 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.

For additional help with whitelisting email addresses in AT&T, please see [AT&T's support](#).

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**.

For additional help with whitelisting email addresses in Comcast SmartZone, please see [Xfinity's support](#).

Cox.net Email

1. Go to WebMail Inbox window.
2. Click "Preferences".
3. Under General Email Preferences, click **Blocked Senders**.
4. Type in the sender or domain you wish to allow in the Exceptions List.
5. Click **Add**.
6. Click **Save**.

For additional help with whitelisting email addresses in Cox, please see [Cox's support](#).

EarthLink

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1. Open the Address Book.
2. Click **Add**.
3. Enter your contact's domain.
4. Click **Save**.

For additional help with whitelisting email addresses in Earthlink emails, please see [Earthlink's support](#).

Entourage

1. Open the email.
2. Right-click the sender's email address.
3. Select "Add to Address Book" in the short-cut menu.
4. Verify the sender's contact details.
5. Click **Save**.

For additional help with whitelisting email addresses in Entourage emails, please see [Microsoft's support](#).

Gmail

To ensure that you receive emails in your inbox, you can add the email address to your contact list. If one of our mails has been moved to the spam folder, you can mark it "Not Spam" to whitelist it.

1. Select contacts from the options on the left side of the Gmail Inbox.
2. Select "Create Contact" on the top menu.
3. Enter the email address in the primary email box.
4. Select **Save**.

For additional help with whitelisting email addresses in Gmail, please see [Gmail's support](#).

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**.

For additional help with whitelisting email addresses in MacMail, please see [Apple's support](#).

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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**.

For additional help with whitelisting email addresses in MSN, please see [Microsoft's support](#).

Mozilla Thunderbird

1. Check if your contact's email is in your Junk folder, right-click on the email and choose "Mark As Not Junk".
2. Click **Address Book**.
3. Make sure that the Personal Address Book is highlighted.
4. Click **New Card**, the New Card window will display.
5. Under the Contact tab, copy your contact's "From" address and paste it into the Email dialog box.
6. Click **OK**.

For additional help with whitelisting email addresses in Thunderbird, please see [Mozilla's support](#).

Outlook

For 2003, 2007 and Express - Without an example email address in your inbox:

1. Select **Actions** from the toolbar at the top of the screen.
2. Select **Junk E-mail**.
3. Select **Junk E-mail Options...**
4. Click the **Safe Sender** tab.
5. Click **Add**.
6. Type in the email address you wish to add to your safe sender list.
7. Click **OK**.

For 2003, 2007 and Express - With an example email address in your inbox:

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1. Open the email.
2. In the Toolbar options at the top, click the **Safe Lists** drop-down.
Note: This is located in the "Junk Email" section.
3. Select "Add sender to Address book".
4. Click **OK**.

For 2003, 2007 and Express - To whitelist an entire domain:

1. Open the email.
2. In the Toolbar options at the top, click the **Safe Lists** drop-down.
Note: This is located in the "Junk Email" section.
3. Select "Add Sender's Domain (@example.com)" to Safe Senders List.
4. Click **OK**.

For 2010

1. In Outlook, go to the **Home** tab.
2. Click the **Junk** button.
3. Choose "Junk E-Mail Options" from the drop-down list.
4. Go to the **Safe Senders** tab.
5. Type in either the email address or the domain name you wish to add.
6. Click **OK**.

For 2013

1. In Outlook, go to the **Home** tab.
2. Click **Junk > Junk Email Options**.
3. Select the **Safe Senders** tab and click **Add**.
4. In the Add address or domain box, enter the email address or the domain name you want to whitelist.
5. Click **OK** and close the window.

Express

1. In Outlook, go to the **Tools** menu.
2. Select "Address Book".
3. Click **New** and select **New Contact** from the drop-down menu.
4. Type in email address and include any details you want.
5. Click **OK**.

Outlook.com

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1. Open your Outlook mailbox.
2. Select **Options** from the top right (next to the question mark).
3. Select **More options** > **Safe and blocked senders** (under Preventing junk email) > **Safe senders**.
4. In the space provided, enter the address.
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).
5. Select **Add to list**.
6. Ensure the safe mailing lists box has the address you entered, and select **OK**.

For additional help with whitelisting email addresses in Outlook, please see [Microsoft's support](#).

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".

For additional help with whitelisting email addresses in RoadRunner, please see [Road Runner's support](#).

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**.

For additional help with whitelisting email addresses in Verizon, please see [Verizon's support](#).

Windstream

1. Click the **Settings** tab.

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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**.

For additional help with whitelisting email addresses in Windstream, please see [Windstream's support](#).

Yahoo

In Yahoo Mail, your Contacts list is your whitelist. To add the From Address to your Yahoo Contacts:

1. Open your Yahoo mailbox.
2. Click the address book icon under the Yahoo! Mail logo. When you roll your mouse over it, it will say Contacts.
3. Click "New Contact".
4. Fill in the fields of your Contact.
5. Click **Save**.

For additional help with whitelisting email addresses in Yahoo, please see [Yahoo's support](#).

Whitelist an Email Address in a Security Program

Certain firewall and intrusion prevention security programs can interfere (or block) email from Constant Contact. If your contacts aren't receiving your emails and you already had them whitelist your "From Email" address in their email client, they sometimes also have to update the whitelist in their security program as well. This is less likely to affect web-based email programs, like Gmail, Yahoo, or AOL, and more likely to affect desktop-based email programs, like Outlook, Thunderbird, or AppleMail, because they sit behind the firewall for an operating system or network. If you don't see your contact's security program listed below, they'll have to visit support webpage for their security program and search for instructions to add "safe senders" to the whitelist, or contact them directly.



Important: Some security programs prompt you to restart your computer to allow the changes to take effect.

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McAfee SpamKiller

1. Click **Friends**.
2. Click **Add**.
3. Enter the "From Email" address.
4. **Click OK**.

For additional help with whitelisting email addresses in McAfee, please see [McAfee's support](#).

Norton AntiSpam

AntiSpam works along with Outlook, Outlook Express, Netscape and Yahoo, MSN/Hotmail to block spam emails before they reach your inbox. To make sure emails reach you, you can add us to your Personal Friends list or Global Friends list. Here is how you can do that:

1. Start Norton AntiSpam, select **Status & Settings** tab.
2. Select "AntiSpam".
3. Select **Configure** button on the bottom right-hand side of the screen.
4. Select the **Allowed List** tab - second tab on the list of tabs.
5. Select **Add**.
6. Enter the "From Email" address in the Email address box.
7. Select **OK**.

For additional help with whitelisting email addresses in Norton, please see [Norton's support](#).

SpamAssassin

1. Find the spam assassin folder on your hard drive, and open it.
2. There will be a file named user_prefs. Open it with a text editor (such as Notepad).
3. If there is no such file, create it - [instructions are available from SpamAssassin](#).
4. Make a new line in the file. On that line, enter whitelist_from, followed by the "From Email" address that you wish to whitelist. To whitelist the domain, enter @xxxxxx.com (replace the xxxxx with the domain name).
5. Save and close the file.

For additional help with whitelisting email addresses in SpamAssassin, please see [SpamAssassin's support](#).

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