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How do I whitelist or add email addresses to my safe sender list in my security software or email client?
Article: 000002753   Product: All

Add an email address to a safe sender list in a client or security software

Whitelisting email addresses within your email client or your Internet security software and adding email addresses to a safe senders list allows those addresses to come safely into your inbox without them being placed in your junk or spam folder. Each program has different steps in order to do this.

Note: If you are instructing your contacts to add you to their safe sender lists, just have them add the email address you use in your From Email Address line.

Please click on the link for the software you have and follow the instructions:

- AOL
- AVG
- BellSouth / AT&T webmail
- Comcast SmartZone
- Cox.net Email
- EarthLink
- Entourage
- Gmail
- Outlook.com
- MacMail
- McAfee SpamKiller
- Mozilla Thunderbird
- MSN
- Outlook
- Norton AntiSpam
- Spam Assassin
- Verizon

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. The Mail Control Screen would be displayed. Select **Next**.
    4. Select Customize Mail Controls for this Screen Name and click **Next**.
    5. You can 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. The Mail Control Screen would be displayed. Select **Next**.
    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).

BellSouth / 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.

    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.

Comcast SmartZone

1. Click Address Book.
2. Click "New" and choose "New Contact".

3. Add the email address and any additional information.
4. Click **Save**.

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**.

EarthLink

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

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**.

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**.

Outlook

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.
   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**.

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**.

McAfee SpamKiller

1. Click **Friends**.
2. Click **Add**.
3. Enter your contact's domain.
4. Click **OK**.

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**.
4. Enter the email address.

   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**.

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**.

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**.

  With an example email in your inbox:
  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**.

  To white list 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**.

- **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**.

Norton AntiSpam

AntiSpam works along with Outlook, Outlook Express, Netscape and Yahoo, MSN/Hotmail to block spam mails before it reaches 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 - right hand side bottom of the screen.
4. Select **Allowed List** tab - second tab on the list of tabs.
5. Select **Add**.
6. Enter email address in the Email address box.
7. Select **OK**.

Spam Assassin

1. Find the spam assassin folder on your hard drive, and open it.
2. There would 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 at this website.
4. Make a new line in the file. On that line, enter whitelist_from, followed by the 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.

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**.

Yahoo

1. Open your Yahoo mailbox.

2. Select **Options** from the top menu > **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.
   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.

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Road Runner

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".

> **Note:** This will add the email to your inbox and future emails will be delivered to the inbox.

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