

WHITE LIST INSTRUCTIONS:

Below are easy-to-follow, step-by-step instructions for adding an email address to your white list. A white list is a list of email addresses or domains that you want to receive emails from. By adding an address or domain to your white list, you are telling the email system not to filter email from that address or domain. Follow the instructions below to add the domain to your white list, to ensure that you receive emails after you subscribe.

If you use a Web mail system or email application not listed below, the instructions for white listing our address will depend on the specific email client you are using. If you access the help files, instruction manual or customer support, there should be instructions on how to do this. In most cases, just by adding our From domain, @institution.edu, to your address book, safe list, white list or contact list will be sufficient.

If our email is not getting to your inbox, then we suggest checking your spam folder, bulk folder or junk folder. If you find our email, then you will need to find a way to inform your mail application that it is not spam. Most likely the course of action is to select our email and click on the *Not Spam or Not Junk* button if available. For more information, please visit the help section that is associated with your email client.

AOL

New Subscribers

You will need to add our "From" domain, @institution.edu, to your AOL address book:

1. Click the Mail menu and select Address Book or Addresses.
2. Wait for the "Address Book" window to pop up, and then click the Add button.
3. Wait for the "Address Card for New Contact" window to load.
4. Once loaded, cut and paste @institution.edu into the "Other Email" field.
5. Make our From address the "Primary Email" address by checking the associated check box.
6. Click the Save button.

Existing Subscribers

If you are already a subscriber but our email isn't getting through, our email may be in your AOL Spam Folder. Please use your web mail to check your Spam Folder. If our email is in your AOL Spam Folder, open our email and click the *This Is Not Spam* button.

Lastly, please add @institution.edu onto your Address Book as outlined in our New Subscribers info above.

Hotmail:

New Subscribers (TWO Options depending on version)

You will need to add our From domain, @institution.edu, to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner). Click on "Mail" on the left side of the page
2. Click the "Junk Email Protection" link (top of page).
3. Select the "Safe List" link (2nd from bottom).
4. Copy and paste @institution.edu into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.

OR New Subscribers:

You will need to add our From domain, @institution.edu, to your Hotmail Safe List:

1. Open your mailbox and click “*Options*” (upper right hand corner).
2. Click “*More options...*” at the bottom of the menu.
3. Click “*Safe and blocked sender*”
4. Copy and paste @institution.edu into the dialog box titled “*Sender or domain to mark safe*”.
5. Click the “*Add to list >>*” button next to the dialog box.

Existing Subscribers

If you are already a subscriber but our email isn’t getting through, make sure that the email is not being sent to your Junk Email Folder. If our email is there, open the email and click the *Not Junk* button.

Next, check to see if the email’s email address is in your Blocked Senders list. If you see @institution.edu on this list, select it and click the Remove button. Finally, if you have not done so, add @institution.edu into your Safe List as outlined in our New Subscribers info above.

Gmail:

New Subscribers (TWO Options depending on version)

1. Sign in.
2. Click on “*Contacts*” at the left side of the page.
3. Click on “*Add Contact*” at the top right.
4. Type institution@school.edu into field marked “*Primary Email*”
5. Click “*Save*”.
6. Open your Spam folder. If message is there, check the box next to it and then click “*Not Spam.*”

OR New Subscribers

You will need to add a filter for our From domain, @institution.edu:

1. Click *Create a filter*.
2. In the “*Has the words:*” field, enter @institution.edu.
3. Press the “*Next Step*” button.
4. Check the “*Star It*” box.
5. Press the “*Create Filter*” button.

Existing Subscribers

If you are already a subscriber but our email isn’t getting through, make sure that the email has not been mistakenly marked as Spam:

1. Click *Spam* along the left side of any Gmail page.
 2. Check *mark the box* next to our email.
 3. Click *Not Spam* button along the top.
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Outlook 2007

New Subscribers:

Add an Address or Domain to Safe Senders in Outlook

Select *Actions / Junk E-mail / Junk E-mail Options...* from the menu in Outlook.

Go to the *Safe Senders* tab.

Click *Add...*

Type the email address or domain name you want to white list.

To add a single address, type "smith@example.com", for example.

To add a complete domain type "example.com" for example.

To make sure sub-domains are not automatically white listed when you add a domain, include the '@' sign: "@example.com", for example. In this case, mail from "smith@smith.example.com" will not be white listed.

Click *OK*.

Click *OK again*.

Existing Subscribers:

If you already have a message from the sender you want to add to the Safe Senders list in your Outlook Inbox (or the Junk E-mail folder, of course), the procedure is even easier:

Open a message from the sender (or a sender at the domain) you want to add to Safe Senders.

Select Actions | Junk E-mail and then Add Sender to Safe Senders List or Add Sender's Domain (@example.com) to Safe Senders List.

Mozilla Thunderbird

New Subscribers

You will need to add our From domain, @institution.edu, to your Thunderbird Address Book and configure your Junk Mail Controls to white list your address book. Add our From address into your Personal Address Book:

1. Click the *Address Book* button.
2. Make sure the *Personal Address Book* is highlighted.
3. Click the *New Card* button. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under the *Contact tab*, copy and paste our "From" address, @institution.edu into the Email dialog box.
5. Click *OK*.

White list your Personal Address Book:

1. From the main drop down menu, select "*Tools -< Junk Mail Controls...*"
2. This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter
3. Under the *Settings tab*, update the "White Lists" by selecting Personal Address Book from the pull-down menu and then check mark the box next to "*Do not mark messages as junk mail*".
4. Click *OK*.

Existing Subscribers

Initially, the automatic junk mail detection for incoming messages might not be very accurate and you should check your Junk folder to see our email have been mistakenly detected as junk. To prevent this from happening in the future, you need to mark our email as not junk. Do this by right-clicking on our email and choose "*Mark -< As Not Junk*"

Netscape Mail:

Netscape Mail Web-Based Email has no filters and spam protection. Therefore, you can enjoy our email without do anything further, because it will not be mistakenly filtered.

Yahoo

New Subscribers

You will need to set up a filter to redirect our email into your inbox:

1. Open your mailbox and click on *Mail Options* (upper right hand corner).
2. Select *Filters* (bottom left corner).
3. Click the *Add link* on the Filters page.
4. Update the “From” header: rule with the following 2 pieces of information: “contains” and @institution.edu. This essentially allows the mail server to identify our email based on the email From address.
5. Click the *Choose Folder* pull down menu and select inbox.
6. Select the *Add Filter* button.

Existing Subscribers

If you are already a subscriber but our email isn't getting through, check if the email is in your Yahoo Bulk Folder. If our email is there, open our email and click the Not Spam button. Next, check to see if the email's email address is in your “Blocked Addresses” list. If you see @institution.edu on this list, select it and click the Remove Block button. Lastly, if you have not done so, please set up a filter as outlined in our New Subscribers info above.