



**Safe Insight**

## How To Whitelist

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# What Does Whitelist Mean?

Whitelisting an email involves telling your email provider that you want emails from that sender to be allowed into your inbox rather than being filtered into spam or junk.

It is important to understand what it means to be whitelisted in order to be able to avoid the problem of having emails removed unnecessarily and forcing you to look through spam for potentially important communications. A whitelist email address will always be allowed into your inbox, ensuring that your email account is working for you as much as possible.

Not being able to whitelist email senders renders you unable to get notifications when you receive important emails that you need to read. Whatever email provider you use, it's crucial to understand how to whitelist an email in order to make sure that nothing falls through the cracks.



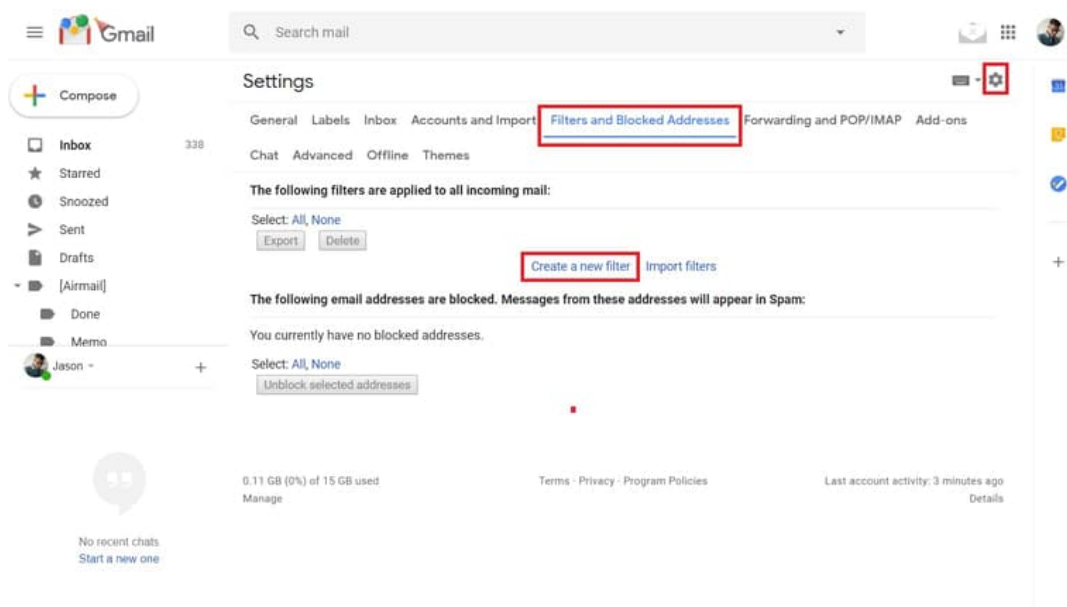
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# Gmail

The Gmail whitelist process can be done quickly through the web client:

1. Click the settings button (in the top-right corner of the screen), then select “Settings” from the resulting drop-down menu.
2. Navigate to the tab labeled “Filtered and [Blocked Addresses](#)” to access information about your existing filters.
3. Select “Create a new filter” and enter “[@safeinsight.net](#)”.



This will tell Gmail to approve every message from a Safe Insight sender.

Click “Create filter” to approve the new filter, then mark “Never send to Spam” to whitelist every email within the filter. You can also choose to Star these emails, apply a given label, or mark them as important.



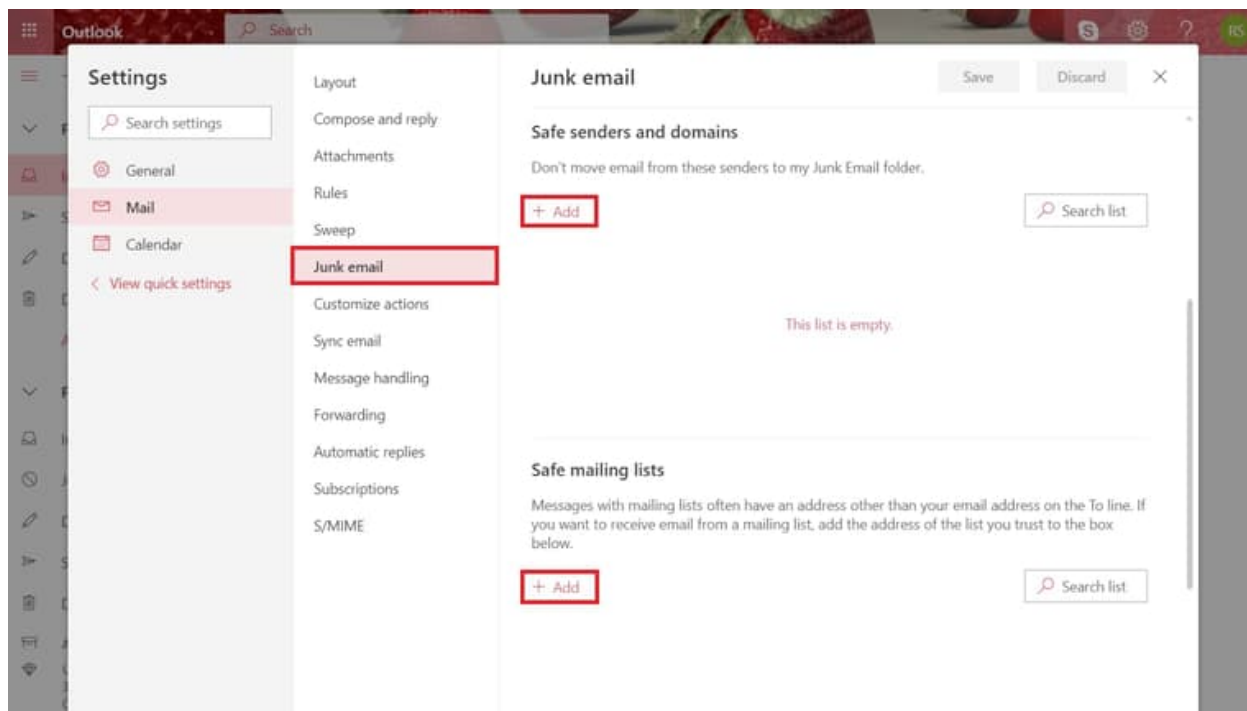
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# Outlook

Whitelisting a domain or specific email address in Outlook.com is just as easy and works by adding the domain in question to a group called “safe senders”. An address that has been added to safe senders will be pushed to your inbox regardless of your [spam filters](#). To [add an address](#) or domain to safe senders:

1. Click on “Settings”, then “View all Outlook settings”.
2. Go to “Junk email”, then choose “Safe senders and domains” or “Safe mailing lists” to select the domain or email you want to whitelist.
3. Enter the domain name “[@safeinsight.net](#)”.



Alternatively, you can simply add an individual email address that has sent you a message to your Outlook Contacts. Though they lead to the same result, this method is quicker and more efficient than manually entering information.



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### Hotmail

If you find an email from Safe Insight in your Hotmail junk folder, open the email and click "Not Junk".

Next, check to see if the email address [admin@safeinsight.net](mailto:admin@safeinsight.net) or [support@safeinsight.net](mailto:support@safeinsight.net) is on your Blocked Senders list. If you find one (or both) of these on your Hotmail blocked senders list, select and click on the "Remove" button.

1. Open your mailbox and click "Options" in the upper right hand corner.
2. At the top of the page, click on the "Junk E-mail Protection" link.
3. Click on "Safe List", which is down near the bottom.
4. Type in "[@safeinsight.net](mailto:@safeinsight.net)" where it says "Type an address or domain."
5. Click the "Add" button



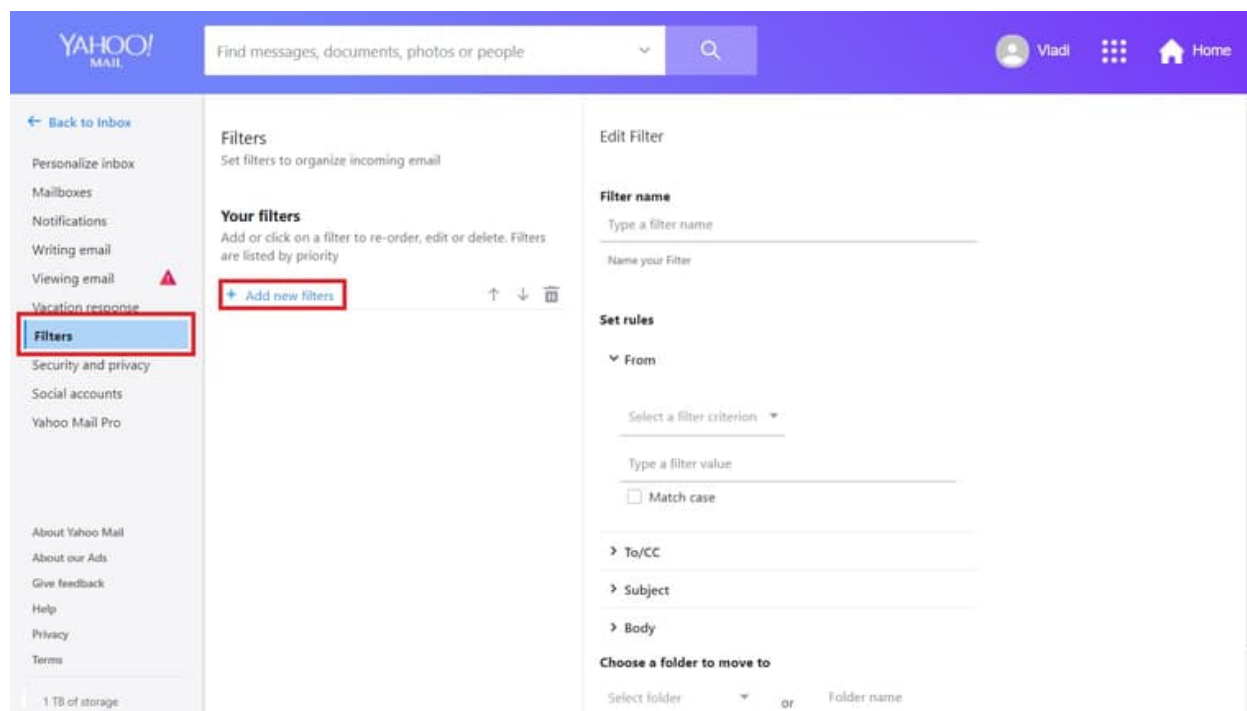
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# Yahoo Mail

You'll need to go through the following steps to whitelist the address:

1. Navigate to "Settings" icon, then click "More Settings" from the Yahoo Mail menu.
2. Select "Filters" and hit "Add" to enter information about the domain name or sender.
3. Here you can enter “@safeinsight.net” to whitelist in future emails.



If you have already received at least one message from @safeinsight.net, all you have to do is highlight that message in the Bulk folder and mark it as Not Spam. Once you have identified a single message from Safe Insight, the Yahoo Mail spam filters will automatically allow future messages from Safe Insight into your inbox.



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# AOL

Many people looking for email whitelisting instructions for AOL are confused by the fact that AOL doesn't have a traditional email whitelist. Instead, it considers all mail addresses a user has in his or her address book to be trustworthy. This means that the contact list in AOL essentially serves the same purpose as Gmail whitelist and Outlook whitelist.

Here are step-by-step instructions for whitelisting an email address in AOL:

1. Log in to your AOL account.
2. Open Contacts from the left navigation pane.
3. Click the New Contact icon and enter the following addresses:
  - a. [admin@safeinsight.net](mailto:admin@safeinsight.net)
  - b. [support@safeinsight.net](mailto:support@safeinsight.net)
4. Click the Add Contact button located at the bottom.



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# Zoho

Because of its enterprise-oriented nature, Zoho does a lot to protect its users from spam emails (which are the biggest source of phishing scams), and it equips them with many effective tools to help them ensure that illegitimate emails are blocked and legitimate emails are delivered.

One such tool is the Zoho whitelist, and this is what you need to do to add a mail address to it:

1. Login to Zoho Mail.
2. Go to Settings.
3. Navigate to Anti-Spam List.
4. Click on the Email Address tab and then click on Whitelist/Blacklist Emails.
5. Click the Add new whitelist email field.
6. Enter the following addresses:
  - a. [admin@safeinsight.net](mailto:admin@safeinsight.net)
  - b. [support@safeinsight.net](mailto:support@safeinsight.net)
7. Press the Enter key.





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# ProtonMail

ProtonMail is a [secure service provider](#) that uses [end-to-end encryption](#) to protect its users from [email spammers](#), hackers, and other unauthorized third parties. Built directly into ProtonMail is a smart spam detection system capable of automatic mail filtering.

While ProtonMail's smart spam detection system is typically very reliable and accurate, it can make a mistake from time to time and place a legitimate message in the spam folder. To prevent this from happening, ProtonMail users can whitelist trustworthy mail addresses by adding them to the ProtonMail whitelist.

When a mail address is added to this list, ProtonMail ensures that all emails sent from it are always delivered to the Inbox folder. If you don't know how to whitelist an email in ProtonMail, you can follow these instructions:

1. Log in to your ProtonMail account.
2. Go to the Settings section.
3. Click the Filters tab.
4. Select ADD NEW FILTER under the Whitelist section.
5. Enter the addresses:
  - a. [admin@safeinsight.net](mailto:admin@safeinsight.net)
  - b. [support@safeinsight.net](mailto:support@safeinsight.net)
6. Click SAVE.



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# Apple Mail for OS X

If an email from the Safe Insight domain [@safeinsight.net](mailto:@safeinsight.net) ends up in your junk folder, highlight or open it and click "Not Junk" at the top of your screen.

Then:

1. Go to Mail > Preferences from your Mail menu
2. Go to the Rules tab
3. Select Add Rule
4. Give this rule a name such as "Safe Insight"
5. Create a rule that says "If any of the following conditions are met: 'From' 'Contains'" and then paste in "[@safeinsight.net](mailto:@safeinsight.net)"
6. From the actions, select 'Move message' to mailbox 'Inbox'.
7. Click "OK"



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# Mozilla Thunderbird

To whitelist Safe Insight in Thunderbird, you will need to add [admin@safeinsight.net](mailto:admin@safeinsight.net) and [support@safeinsight.net](mailto:support@safeinsight.net) to your address book, and then set up your Thunderbird Junk Mail Controls to whitelist your address book.

1. Check your Junk folder for emails from [admin@safeinsight.net](mailto:admin@safeinsight.net) or [support@safeinsight.net](mailto:support@safeinsight.net)
2. Right-click on the email and choose "Mark as Not Junk."
3. Next, click the Address Book button
4. Highlight the Personal Address Book
5. Click on "New Card"
6. In the "Contact" tab of the new card, type [admin@safeinsight.net](mailto:admin@safeinsight.net)
7. Click "Ok"
8. Repeat for [support@safeinsight.net](mailto:support@safeinsight.net) email address

Next, you will need to whitelist your address book:

1. Select "Tools > Junk Mail Controls" from the drop down menu.
2. Update the "White Lists" module under the "Settings" tab by selecting "Personal Address Book" from the drop down menu, and then check the box next to "Do not mark messages as junk mail"
3. Click "Ok"



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# SBC Global

To whitelist Safe Insight on your SBC Global account follow these steps:

- Go to the SBC Global Mail page and click the Options link.
- In the Management section, click the Filters link.
- Click the Add button.
- In the "From header" rule, in the field to the right of contains, enter [admin@safeinsight.net](mailto:admin@safeinsight.net)
- From the Move the message to pull-down list, choose inbox.
- Click the Add Filter button to save the filter.
- Repeat for [support@safeinsight.net](mailto:support@safeinsight.net) email address



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# Verizon.net

To whitelist Safe Insight on your Verizon.net account follow these steps:

- Go to your account and click on the Address Book link in the left column.
- Select Create Contact.
- The Add Address Book Entry screen appears. In the Email field, type [admin@safeinsight.net](mailto:admin@safeinsight.net)
- In the Nickname field, type "Safe Insight".
- Select Save.
- Repeat for [support@safeinsight.net](mailto:support@safeinsight.net) email address



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# Other Web Mail Providers

If you use a Webmail system or email application not listed above, the instructions for whitelisting our address will depend on the specific email program 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 the From address to your address book, safe list, white list or contact list will be sufficient.

If the email is not getting to your inbox, then we suggest checking your spam folder, bulk folder or junk folder. If you find the 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 the email and click on the Not Spam or Not Junk button, if available. For more information about your mail application, please visit the help section that is associated with your mail application.