



These tips have been provided by [DemandEngine](#), a UNC Charlotte partner for email marketing, and are intended to help email recipients ensure message delivery by adding domains and email addresses to their whitelist.

These tips are intended only as a starting point; users may need to contact their service provider for additional assistance if necessary.

Email addresses and domains you may wish to add to your whitelist include:

- belknews@uncc.edu
- belkrsvp@uncc.edu
- ce-info@uncc.edu
- Notify_Alumni@uncc.edu
- univcomm@uncc.edu
- demandengine.bm23.com (domain)

Teaching Your Contacts How To Add You to Their Address Book (Whitelisting)

To ensure that your contacts will continue to receive email messages from you, it is helpful to have them add you to their email address book (aka Whitelisting). Below you will find instructions (per ISP or email program) that you can use to teach your contacts how to add you to their email address book.

Whitelisting Email Addresses

Whitelisting email addresses and adding email addresses to a safe senders list (in an email client or in internet security software) allows for email from those addresses to arrive safely into the inbox without being placed in the junk or spam folder. You can pass this information on to your contacts so that they can whitelist you and ensure they receive email messages from you.

AOL WebMail

To whitelist email addresses in 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)

To whitelist email addresses in 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, click **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 clicking the checkbox.
5. Click **Save**.

AOL 8.0

To whitelist email addresses in AOL version 8.0

1. Click **Mail** in the Menu on the top of the screen.
2. Click **Mail Controls**.
3. The Mail Control Screen will be displayed. Click **Next**.
4. Click **Customize Mail Controls**.
5. Click **Next**.
6. Click **Allow email from all AOL members, email addresses and domains** (allows all emails).
7. Click **Next** until the Save button shows up at the bottom.
8. Click **Save**.

AOL 7.0

To whitelist email addresses in AOL version 7.0

1. Click **Mail** in the Menu on the top of the screen.
2. Click **Mail Controls**.
3. The Mail Control Screen will be displayed. Click **Next**.
4. Click **Customize Mail Controls**.
5. Click **Next**.
6. In the exclusion and inclusion parameters, include the domain `xxxxxx.com` (**replace the xxxxxx with the domain name you wish to whitelist**).

BellSouth / AT&T Web Email

To whitelist email addresses in BellSouth / AT&T Web Email

1. Open your mailbox.
2. Click **Options** on the top right hand side of the screen.
3. Click **Filters**.
4. Click **Add Filter**.
5. In the top row, labeled *From Header*, click **contains** from the pull down menu.
6. Enter the address in the text box next to the pull down menu.

Note - You can either give a specific email address or use `@xxxxxx.com` or `*xxxxxx.com` to whitelist the domain (replace the `xxxxxx` with the domain name).

7. Move down to the bottom where there is the option *Move the message to*. Click **Inbox** from the drop-down menu.
8. Click **Add Filter**.

Comcast SmartZone

To whitelist email addresses in Comcast SmartZone

1. Click **Address Book**.
2. Click **New**.
3. Click **New Contact**.
4. Add the email address and any additional information.
5. Click **Save**.

Cox.net Email

To whitelist email addresses in Cox.net email

1. Go to the 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

To whitelist email addresses in EarthLink

1. Open the Address Book.
2. Click **Add**.
3. Enter the sender or domain you wish to whitelist.
4. Click **Save**.

Gmail

To whitelist email addresses in Gmail

1. Click **Contacts** from the options on the left side of the Gmail Inbox.
2. Click **Add to "My Contacts"** on the top menu.
3. Enter the email address in the primary email box.
4. Click **Add**.

Windows Live (Hotmail)

To whitelist email addresses in Windows Live (Hotmail)

1. Open your Hotmail mailbox.
2. Click **Options** from the top right (next to the question mark).
3. Go to **More options->Safe and blocked senders (under Preventing junk email)->Safe mailing lists**.
4. In the space provided, enter the address.
5. You can either enter a specific email address or use *xxxxxx.com or @xxxxxx.com to whitelist the domain (replace the xxxxxx with the domain name).
6. Click **Add to list**.
7. Ensure the safe mailing lists box has the address you entered, and click **OK**.

McAfee SpamKiller

To whitelist email addresses in McAfee SpamKiller

1. Click **Friends**.
2. Click **Add**.
3. Enter the sender or domain you wish to whitelist.
4. Click **OK**.

MSN

To whitelist email addresses in MSN

1. Click **Settings: Email | Junk e-mail** (bottom left, just above Calendar).
2. From the E-mail settings screen, click **Junk E-mail Guard**.
3. Click **Safe List**.
4. Enter the sender or domain you wish to whitelist.

Note - You can either enter a specific email address or use *xxxxxx.com or @xxxxxx.com to whitelist the domain (replace the xxxxxx with the domain name).

5. Click **Add**.

Mozilla Thunderbird

To whitelist email addresses in Mozilla Thunderbird

1. Check if your contact's email is in your Junk folder. If so, 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)

To whitelist email addresses in Outlook (for 2003, 2007 and Express):

Without an example email address in your inbox

1. Click **Actions** from the toolbar at the top of the screen.
2. Click **Junk E-mail**.
3. Click **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. Click **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. Click **Add Sender's Domain** (@example.com) to Safe Senders List.
4. Click **OK**.

Outlook (for 2010)

To whitelist email addresses in Outlook (for 2010)

1. In Outlook, go to the **Home** tab.
2. Click the **Junk** button.
3. Click **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

To whitelist email addresses in Express

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

Norton AntiSpam

Note - 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:

To whitelist email addresses in Norton AntiSpam

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

Road Runner

To whitelist email addresses in 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.

Spam Assassin

Note - 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:

To whitelist email addresses in 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 `@xxxxxxx.com` (replace the `xxxxxx` with the domain name).
5. Save and close the file.

Verizon

To whitelist email addresses in 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**.

Yahoo

To whitelist email addresses in Yahoo

1. Open your Yahoo mailbox.
2. Highlight the un-opened message.
3. Right click.
4. Select **Add Sender to Contact List**.
5. Complete required information.
6. Click **Save**.

Enhanced Yahoo

To whitelist email addresses in Enhanced Yahoo

1. Open your Yahoo mailbox.
2. Click **Mail Options**.
3. Click **Filters**.
4. Click **Add Filter**.
5. In the top row, labeled From Header, click **contains** from the pull down menu.
6. Enter the address in the text box next to the pull down menu.

Note - You can either give a specific email address or use @xxxxxx.com or xxxxxx.com to whitelist the domain. (Replacing the xxxxxx with the domain name).

7. Move down to the bottom where there is the option to move the message to.
Choose **inbox** from the pull down menu.
8. Click **Add Filter**.