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Safelist email addresses in an email client or security program

Article: 000005873
Updated: May 4, 2021

Prevent emails from ending up in a Spam folder by adding the "From Email" address to a contact list

If your contacts are telling you that they're not receiving your email, a good place to start is to have them check their spam or junk folder. If they see your email there, then ask them to safelist your email address. Safelisting (formerly referred to as "whitelisting") an email address ensures that emails sent from that specific address reach the Inbox, instead of being marked as spam. In some cases your contacts only have to update the safelist in their email service, but sometimes they also have to update the safelist in their security program.

Each email provider or security service has their own instructions for adding email addresses to a safelist.

- Safelist an email address in an email client
- Safelist an email address in a security program

Did you know? If your "From Email" address is from a free email service, like AOL, Gmail,

Outlook, or Yahoo, it can cause bounces or blocks (/articles/KnowledgeBase/5806-bounces-or-blocks-caused-by-using-a-free-email-account-like-ymail-rocketmail-or-aol-email-as-your-from-address?lang=en_US) based on an email client's DMARC policies (/articles/KnowledgeBase/7644-What-is-DMARC?lang=en_US). Consider upgrading your email address to a domain-based address to help prevent deliverability issues.

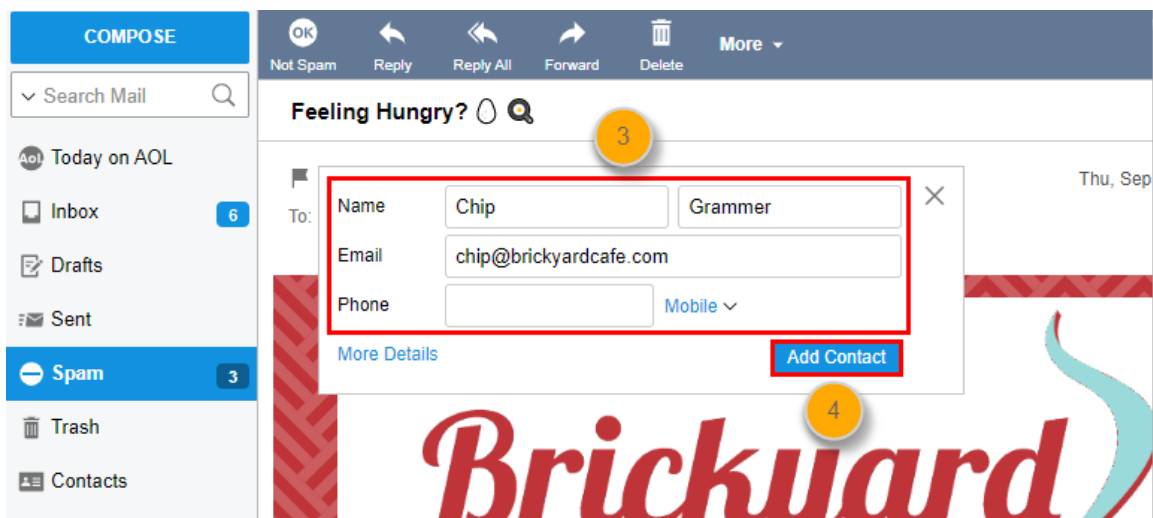# Safelist an email address in an email client

AOL

WebMail

1. Open the email and click on the sender's name and email address.
2. Click **Add Contact** in the window that appears.
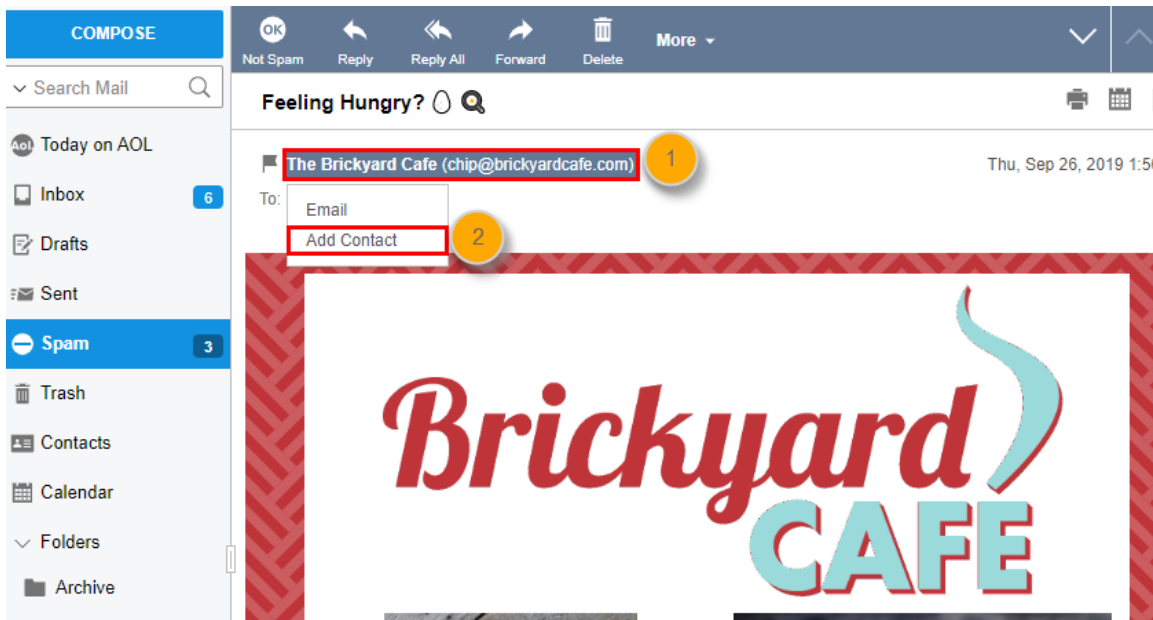
3. Enter any additional information.
4. Click **Add Contact**.

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).

For additional help with safelisting email addresses in AOL, please see AOL's support (https://help.aol.com/contact).

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 safelist 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 safelisting email addresses in AT&T, please see AT&T's support (https://www.att.com/esupport/main.html#!/email-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 safelisting email addresses in Comcast SmartZone, please see Xfinity's support (https://www.xfinity.com/support/contact-us).

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 safelisting email addresses in Cox, please see Cox's support (https://www.cox.com/residential/contactus.html).

EarthLink

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

For additional help with safelisting email addresses in Earthlink emails, please see Earthlink's support (https://support.earthlink.net/articles/email/earthlink-e-mail.php).
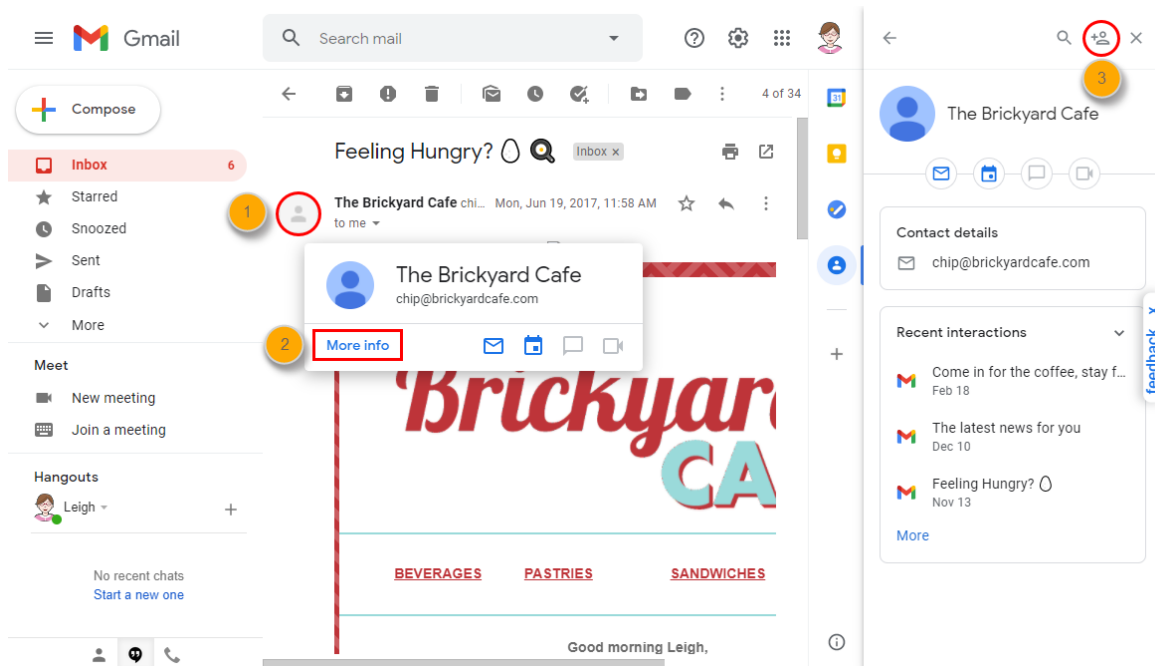
Entourage

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 safelisting email addresses in Entourage emails, please see Microsoft's support (https://support.office.com/search/results?query=entourage).

Gmail

To ensure that you receive emails in your inbox, you can add the email address to your contact list.

1. Open an email from the sender you want to save and place your cursor over the sender's profile icon.
2. Click "More info."
3. In the panel that expands, click the **Add to contacts** icon.

For additional help with safelisting email addresses (http://support.google.com/mail/answer/6579) or controlling who's saved as a contact (https://support.google.com/accounts/answer/7345608) in Gmail, please see Gmail's support.

GoDaddy

1. Click **Email** > **Settings** > **Message Filters**.
2. Select **Allowed List**.
3. Click **Add New**.
4. Enter in the email address you want to safelist.
5. Click **OK**.

For additional help with safelisting email addresses (https://www.godaddy.com/help/use-spam-filter-settings-2832) and using message filters (https://www.godaddy.com/help/add-rules-to-filter-messages-2841) in GoDaddy, please see GoDaddy's support (https://www.godaddy.com/help/use-spam-filter-settings-2832).

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 safelisting email addresses in MacMail, please see Apple's support (https://support.apple.com/mail).

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 safelist the domain (replace the xxxxx with the domain name).
4. Select **Add**.

For additional help with safelisting email addresses in MSN, please see Microsoft's support (https://support.microsoft.com/en-us/products/msn).

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 safelisting email addresses in Thunderbird, please see Mozilla's support (https://support.mozilla.org/en-US/products/thunderbird).

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:

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 safelist 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. Click **Add…**
6. Type in either the email address or the domain name you wish to add.
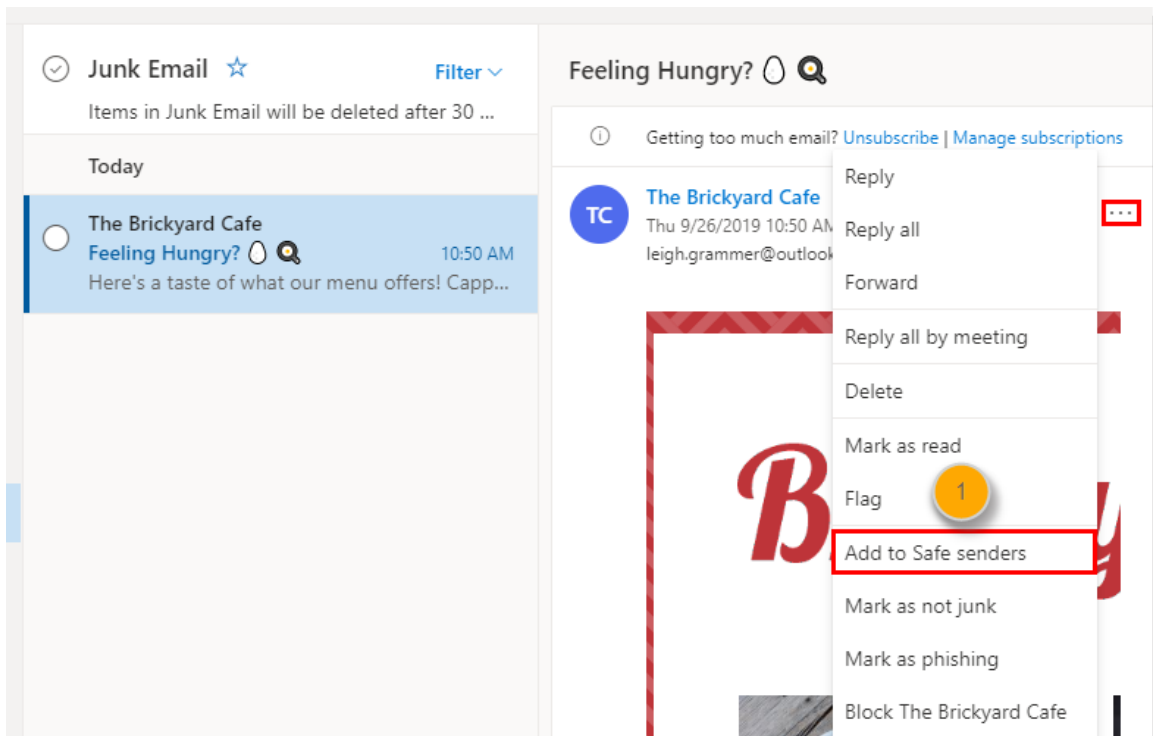7. Click **OK**.
8. Click **Apply**.

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 safelist.
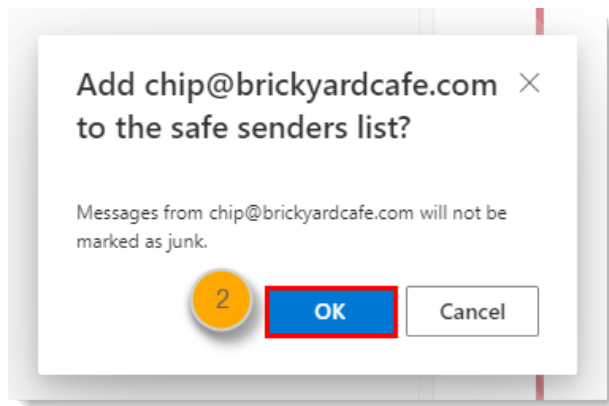5. Click **OK** and close the window.

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

1. Open the email. Then click the three dots and click **Add to Safe senders**.

2. Click **OK**.

For additional help with safelisting email addresses (https://support.microsoft.com/en-us/office/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce) in different versions of 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 safelisting email addresses in RoadRunner, please see Road Runner's support (https://www.emailcustomersupportnumber.com/roadrunner-email-support.php).

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 safelisting email addresses in Verizon, please see Verizon's support (https://www.verizon.com/support/residential/email).

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**.

For additional help with safelisting email addresses in Windstream, please see Windsteam's support (https://www.windstream.com/support).
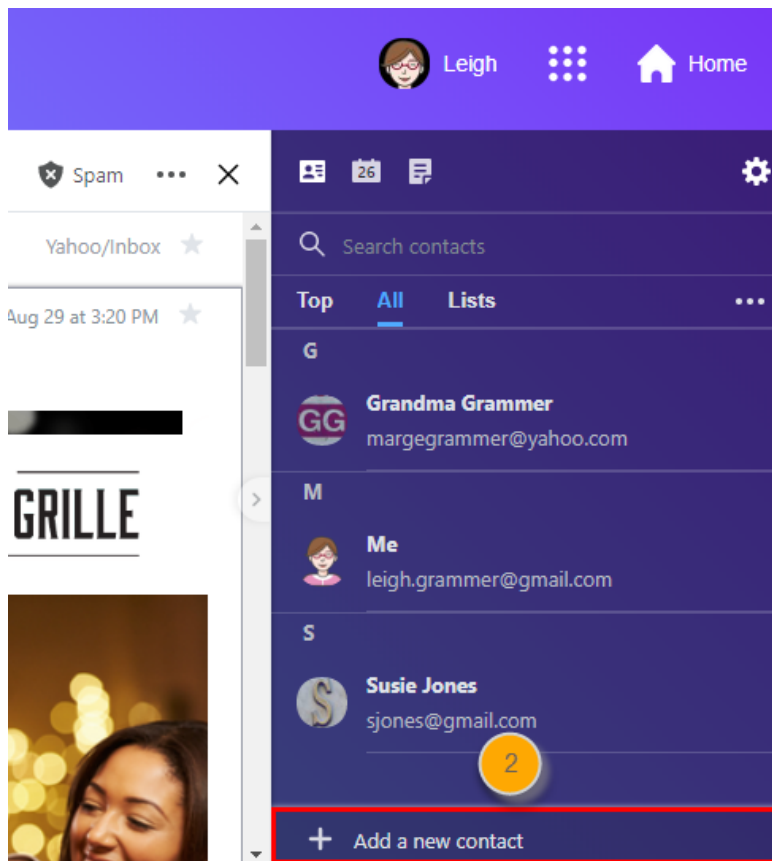
Yahoo

In Yahoo Mail, your Contacts list is your safelist. To add the From Address to your Yahoo Contacts:
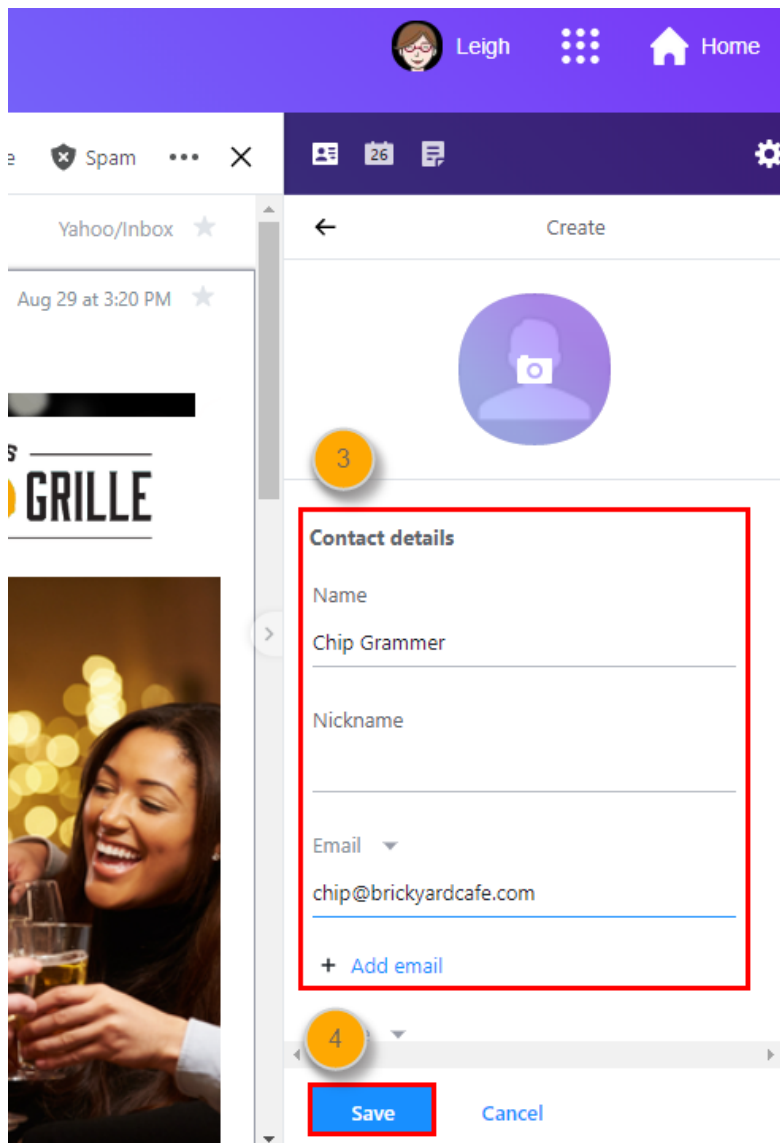
1. Open your Yahoo mailbox and click the address book icon in the right-side panel. When you roll your mouse over it, it will say Contacts.
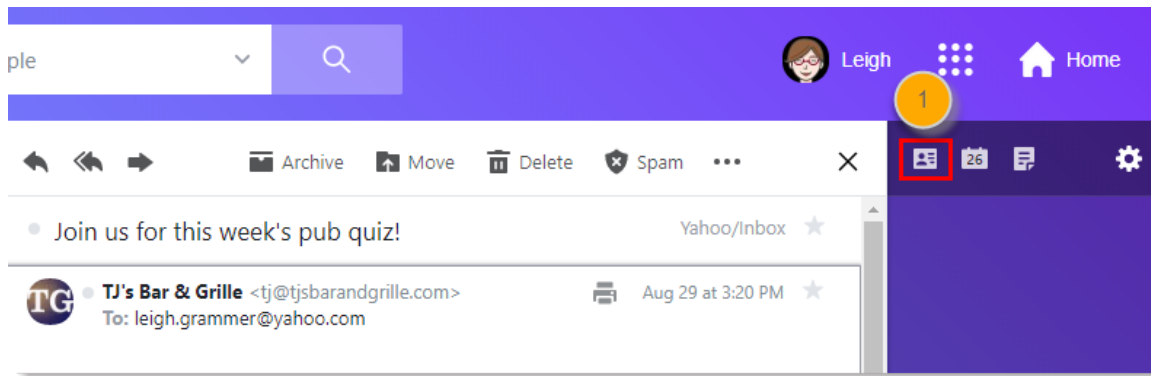
2. Click "Add a New Contact."

3. Fill in the fields of your Contact.
4. Click **Save**.

For additional help with safelisting email addresses in Yahoo, please see Yahoo's support (https://help.yahoo.com/kb/account).

Safelist 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 safelist your "From Email" address in their email client, they sometimes also have to update the safelist 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 safelist, or contact them directly.

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

McAfee SpamKiller

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

For additional help with safelisting email addresses in McAfee, please see McAfee's support (https://service.mcafee.com/webcenter/portal/cp).

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 safelisting email addresses in Norton, please see Norton's support (https://support.norton.com/sp/en/us/home/current/info).

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 SpamAssasin (https://spamassassin.taint.org/doc/Mail_SpamAssassin_Conf.html).
4. Make a new line in the file. On that line, enter whitelist_from, followed by the "From Email" address that you wish to safelist. To safelist the domain, enter @xxxxxx.com (replace the xxxxx with the domain name).
5. Save and close the file.

For additional help with safelisting email addresses in SpamAssassin, please see SpamAssasin's support (https://spamassassin.apache.org/).

Any links we provide from non-Constant Contact sites or information about non-Constant Contact products or services are provided as a courtesy and should not be construed as an endorsement by Constant Contact.

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Related Answers

- Safelist email addresses in an email client or security program (https://knowledgebase.constantcontact.com/articles/KnowledgeBase/5873-adding-email-addresses-to-a-safe-sender-list?lang=en_US)
- Safelist Constant Contact Web Domains in a Security Program (https://knowledgebase.constantcontact.com/articles/KnowledgeBase/5800-safelisting-constant-contact-website-with-your-security-program?lang=en_US)
- Images not displaying in an email client (https://knowledgebase.constantcontact.com/articles/KnowledgeBase/5554-images-not-displaying-in-an-email-client?lang=en_US)

- Missing Images in an Email Campaign (https://knowledgebase.constantcontact.com/articles/KnowledgeBase/6327-missing-images-in-an-email-campaign?lang=en_US)
- Understanding spam (https://knowledgebase.constantcontact.com/articles/KnowledgeBase/5635-understanding-spam?lang=en_US)

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