

# Email Whitelist Instructions

Since your ISP probably uses some type of spam filter we ask that you add us to your trusted list of senders, contacts or address book. All also known as whitelisting.

If you do not see an email from **Citrus Valley Association of REALTORS®** in your inbox, due to the overzealous filtering by ISPs my email may have mistakenly been sent to your spam folder. Please **open your spam folder** look for it there, **open it** and mark it as "**not spam**"...

Click the link to your ISP or email client to Whitelist **Your Online Invoice is Available from Citrus Valley Assoc**, from: **Citrus Valley Association of REALTORS®**.

**ISPs** [AOL](#), [AOL Web Mail](#), [Yahoo](#), [Hotmail Live](#), [Windows Live](#) and [MSN](#), [Gmail](#), [Earthlink](#), [AT&T](#), [Comcast](#)

**Email Clients:** [Outlook 2003 \(or higher\)](#), [Mozilla Thunderbird](#), [Blackberrys](#),

**Spam Filters:** [Norton AntiSpam](#), [McAfee Spamkiller](#), [Barracuda Networks](#), [Trend Micro PC-Cillin](#), [Cloudmark SpamNet](#), [CA Anti Spam](#), [Mailblocks](#), [MailShield](#), [MailWasher](#), [Oddpost](#), [SpamAssassin](#), [SpamFighter](#), [Spam Arrest ChoiceMail](#), [SpamButcher](#), [Spameater Pro Spam Inspector](#), [Spam Interceptor](#), [SpamPal](#), [Spam Sleuth](#), [Other providers](#):

## **AOL** [back to top](#)

To make sure email gets delivered to your AOL inbox, you must add the email address or corporate domain of the sender to your Address Book or Custom Sender List.

1. Click the "Spam Controls" link on the lower right side of your inbox screen.
2. When the "Mail & Spam Controls" box appears, click the "Custom sender list" link.
3. Choose the "allow email from **support@cvar.net**" option.
4. Add the domain or email address you would like to receive mail from, then click "Add"
5. Click "Save"

## **AOL Web Mail** [back to top](#)

If using AOL web mail replying to an email from **Citrus Valley Association of REALTORS®** will also work.

Email from that domain will now be delivered straight to your Inbox.

## **Yahoo! Mail** [back to top](#)

If you're not receiving email you are expecting, there are two things you can do:

1. Use the "Not Spam" button in your Bulk folder.
2. Create a filter to automatically send email from certain domains to your Inbox.

This is the only way to really ensure delivery.

### **Report as "Not Spam"**

1. - Check your Yahoo! Bulk folder
2. - If you see the email from **Citrus Valley Association of REALTORS®**, highlight it and click "Not Spam"
3. - This does not guarantee that your mail will be delivered in the future, but it does help.

### **Create a Filter**

1. Click "Options" in the top right navigation bar
2. Select "Mail Options" from the list that drops down
3. Choose "Filters" located on the left side of the page
4. Click the "Add" button on the Filters page
5. Choose the field you want to match in the incoming message. For example, "header" or "to".
6. Choose the criterion by which you want a match to be made, such as "contains"
7. Enter the text string to compare. For example: from **Citrus Valley Association of REALTORS®**
8. Choose the destination folder to which you would like the message delivered. For example: Inbox

### **Hotmail Live, Windows Live and MSN [back to top](#)**

In the new Hotmail you must "Mark sender as safe" to enable hyperlinks even in text emails and images in HTML emails.

Entering the email contact in the address book or contacts no longer whitelists the sender

To ensure messages from specific email addresses are not sent to your Junk Email folder, you can do one of two things:

1. Check the "Junk" folder if you do not see the **Your Online Invoice is Available from Citrus Valley Assoc** in your inbox
2. Click the "Mark as safe" link
3. Add **support@cvar.net** to your Safe List

### **Mark Sender as Safe**

Attachments, pictures, and links in this message have been blocked for your safety. [Show content](#)

### **Citrus Valley Association of REALTORS® support@cvar.net - Your Online Invoice is Available from Citrus Valley Assoc**

From: support@cvar.net You may not know this sender. [Mark as safe](#) | [Mark as unsafe](#)

Sent: Thu 6/14/07 12:00 AM

Reply-to: support@cvar.net

1. Click "Show content" to view the body of the email if it contains images and HTML
2. Click "Mark as safe"
3. **Citrus Valley Association of REALTORS®** will now be added to your list of "Safe senders"

### **Manually Add to Safe List**

1. Click "Options" in the upper right corner of your Hotmail screen
2. In the Body of the page under "Junk e-mail" click the link "Safe and blocked senders"
3. Click the link "Safe senders"

4. Enter the email address "**support@cvar.net**"
5. Click "Add to list"

## **Gmail** [back to top](#)

To make sure email gets delivered to your inbox, you must add the email address **support@cvar.net** to your contacts list.

1. Click the drop down arrow next to "Reply" in the upper right side of your inbox screen.
2. Click the "Add **Citrus Valley Association of REALTORS®** to Contacts List" from the list that appears.
3. You will now see **Citrus Valley Association of REALTORS®** appear under the link "Contacts" on the left side of the page.
4. Click the link "Contacts" and then in the "Search Contacts" form field.
5. Now you can select to move Citrus Valley Association of REALTORS® to a contact list of choice and edit any details.

## **Outlook 2003 (or higher)** [back to top](#)

Because of the various email platforms that can work with Outlook, it is tricky to tell you how to receive all email to your Outlook inbox. We can tell you, however, how to make sure you can see all the emails you receive as they were intended to be seen - with images. If a company is not in your address book or "Safe Sender" list, your HTML images will not display.

To have HTML display correctly, users can:

- Change their automatic download settings
- Add sender to your address book
- Add your email or domain to their approved sender list

### **To change settings:**

1. Right click on a non-displaying image in an HTML email
2. Choose "Change automatic download settings" option

3. When the popup comes up, uncheck the first box in the list that says "don't download pictures or other HTML content automatically"
4. Click "OK"

#### **To add sender to address book:**

1. Open the email
2. Right click on the from address
3. Choose "Add to contacts" option

#### **To add domain to safe sender list:**

1. Right click on a non-displaying image in an HTML email
2. Choose "Add the domain to the safe sender list" option

### **Earthlink** [back to top](#)

If you are not receiving email at Earthlink, there are two actions you can take.

1. Check "Suspect Email" folder
2. Add to your address book

With Earthlink, if you have SpamBlocker turned on, suspect messages are automatically send to your Suspect Email folder if the domain is not in your address book.

#### **Suspect Email Folder**

1. While in the "Suspect Email" folder, if you see **Citrus Valley Association of REALTORS®...**
2. Select the "Move to Inbox and Add Contact" option from the pull down menu.
3. This will add **support@cvar.net** to your Address Book for future email delivery assurance.

#### **Address Book Inclusion**

1. Open the email.

2. Click "Add to Address Book" in the email header.
3. Use the "Address Book Editor" to verify the sender's contact details and click "save."
4. Fill in **support@cvar.net** as the email address of the sender.
5. Any mail sent with the same domain (right of the @ sign) will now be delivered to your Inbox.

## **AT&T** [back to top](#)

1. Open the email message from the sender you want to add to your address book.
2. Click on the "Save Address" link (below) next to the "From Address."
3. Check the "Add to Contacts" box (below) and click "Save."

## **Comcast** [back to top](#)

1. Click on the [\[Save Address\]](#) link at the top of this message (it's next to From Address).
2. For the field titled First Name, please enter **Citrus Valley Association of REALTORS®**
3. Then click Save Entry and you're all done.

## **BlackBerrys** [back to top](#)

1. Scroll **up** to the message header
2. Get to the field where their name is listed, click the **Berry button** and then click **Show Address**
3. Select and copy that **support@cvar.net** to the clipboard
4. Go into **Address Book** and find the user
5. Select **Save**
6. Click to edit it, and then click the Berry button to add another email address
7. Paste it in and click Save

## **Mozilla Thunderbird** [back to top](#)

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 and Other
4. Under the **Contact tab**, copy and paste the "From" address, **support@cvar.net** into the email dialogue box
5. Click **OK**

## **Norton AntiSpam** [back to top](#)

1. Start up **Norton AntiSpam**
2. Click the **Status & Settings** tab
3. Click **AntiSpam**
4. Click **Configure**
5. Click **Allowed List** tab
6. Click **Add** button
7. In the 'Email Address' box, enter **support@cvar.net**
8. Click **OK**
9. Click **OK**

## **Trend Micro** [back to top](#)

If you received an email message that was incorrectly moved to the Spam Mail folder by the Anti-Spam Toolbar you can prevent this from occurring in the future.

The Anti-Spam Toolbar detects spam by looking for certain keywords in the email's subject or body and matching it with the anti-spam pattern file. Occasionally, it may detect what you consider legitimate email as spam.

To prevent this from occurring you can do either of the following:

- Add the sender to the list of Approved Senders
- Decrease the Spam Email Filter Strength

**Note:** You can also select the email and click Not Spam to report it to Trend Micro. However, this feature serves only as a reference when we develop our spam database, and it may not have an effect on how the toolbar detects spam.

### **Add the sender to the list of Approved Senders**

1. Open Microsoft Outlook or Outlook Express.
2. Click the Spam Mail folder then select the legitimate email detected as spam.
3. Click Approve Sender on the toolbar.
4. Click Yes when the confirmation message appears.

### **Decrease the Spam Email Filter Strength**

1. Open Microsoft Outlook or Outlook Express.
2. Click Trend Micro Anti-Spam then click Settings.
3. On the Spam Filter tab, move the slider bar to select a lower filter strength.
4. Click OK to save your settings.

### **McAfee Spamkiller** [back to top](#)

1. Select Friends from the McAfee SpamKiller sidebar.
2. Click Add a friend.
3. Make sure All users at a domain is selected under Friend type:
4. Type the domain name you want to whitelist under Address:
5. To whitelist all our newsletters, type
6. Optionally, enter a **Citrus Valley Association of REALTORS®** to help you recognize the domain under Name:
7. Click OK.
8. Click OK.

### **Barracuda Networks** [back to top](#)

The Barracuda Spam Firewall is a popular spam filtering solution. Barracuda uses several algorithms and processes to determine whether emails are spam. Occasionally, it will mark a legitimate message as spam. There are two methods to whitelist email senders so that the firewall will not quarantine future email.

## Whitelist Quarantined Senders

1. Open your email client. Barracuda should send you a summary each day listing quarantined items. Choose the most recent Barracuda email message.
2. Locate the email from **Citrus Valley Association of REALTORS®** and the sender email address **support@cvar.net** that you do not want quarantined in the future. Click on the word "Whitelist," which is in green print to the right of the email title. This will open your list in a web browser.
3. Click the box to the left of the email that you would like to whitelist. At the top of the page, click "Whitelist." Barracuda will not block or quarantine the sender whose email address appears on the whitelist.

## Whitelist Senders and Domains

1. Open your web browser. Navigate to your company's Barracuda firewall homepage.
- 2.
3. Click on the "Block/Accept" tab.
4. Choose "Sender Domain Block/Accept." Enter the domain name from **support@cvar.net** to whitelist. For example, you can enter aol.com to allow all AOL addresses. You may enter a comment to remind you why you allowed this domain. Click "Add."
5. Click your mouse on the "Email Sender Block/Accept" tab. Enter the email address of an individual sender that you want to whitelist, such as "**support@cvar.net**" Include a comment. Click "Add." In the future, Barracuda will not block emails from this sender.

## Cloudmark SpamNet [back to top](#)

1. Select Cloudmark | Options... from the Cloudmark SpamNet toolbar in Outlook.
2. Click Advanced.

3. Go to the Whitelist tab.
4. Click the Add button.
5. Type: **support@cvar.net**
6. Click OK.
7. Click OK.
8. Click Yes.
9. Click OK.

## **Mailblocks** [back to top](#)

1. Click the Addresses tab.
2. Click New.
3. Type: **support@cvar.net**
4. Make sure 'Accept Mail From This Address' is selected under Receiving Options.
5. Uncheck 'Display in People Picker' under Other options.
6. Click Submit.
7. Click OK.

## **MailShield** [back to top](#)

1. Click Friends from the toolbar.
2. Click Add.
3. Type: **support@cvar.net**
4. Click OK.

## **MailWasher** [back to top](#)

1. Click Tools, then Blacklist & Friends.
2. Click Add... on the right, the Friends list side.
3. Make sure Plain email address is selected.
4. Type: **support@cvar.net**

5. Click OK.
6. Click OK.

## **Oddpost** [back to top](#)

1. Check your 'Probably Spam' folder.
2. If you see that **Your Online Invoice is Available from Citrus Valley Assoc** was incorrectly filtered out
3. Select it Click the 'Move to Inbox and Mark as Not Spam' button.

## **SpamAssassin** [back to top](#)

1. Add the following entry to your user\_prefs file, which is found in the .spamassassin subdirectory on your web/mail server
2. **whitelist\_from support@cvar.net**
3. Save the user\_prefs file or move the updated copy to your .spamassassin subdirectory.

## **SPAMfighter** [back to top](#)

Highlight the email from **Citrus Valley Association of REALTORS®** with the email address **support@cvar.net** to Whitelist.

Click "More" in the SPAMfighter Toolbar and select "Whitelist".

Here you can choose if you want to Whitelist the email address **support@cvar.net** or the whole domain.

To be sure that all emails from people in your Outlook contacts get through to you, you can import and Whitelist them.

To do this, follow these steps:

1. Click "More" in the SPAMfighter toolbar.
2. Then "Options"
3. Then "Filter settings"
4. Then "Blacklists & Whitelists"

5. Then "Whitelist email address"
6. Then "Import".
7. Select your 'Address Book' and click on "Check all"
8. Click "Add"
9. Click "Apply"

If you get a pop-up box offering you to upgrade to SPAMfighter Pro it is because you have exceeded the limit of 100 addresses. You can fix this by buying SPAMfighter Pro or by deleting some of the addresses in your Black/White list. If you want delete addresses, please go to:

1. Click More" in the SPAMfighter toolbar.
2. Then "Options"
3. Then "Filter settings"
4. Then "Blacklists & Whitelists"

## **Spam Arrext** [back to top](#)

1. Open Spam Arrest
2. Add the sender email address **support@cvar.net** to your authorized senders list.

## **ChoiceMail** [back to top](#)

1. Open ChoiceMail
2. Click on the Senders tab
3. Choose "Approve another Sender"
4. Type in the sender email address **support@cvar.net**
5. Click on OK

## **SpamButcher** [back to top](#)

1. Click the Configure button.
2. Go to the Known Senders tab.
3. Click Add under 'Known Good Senders and Recipients'.

4. Type: **support@cvar.net**
5. Click OK.
6. Click OK.

## **Spameater Pro** [back to top](#)

1. Click Filters from the sidebar.
2. Click the Approved Senders tab.
3. Click Add Filter.
4. Type: **support@cvar.net** under Address.
5. Choose 'Full Email Address' under Address Type.
6. Select Email Domain.
7. Click OK.

## **Spam Inspector** [back to top](#)

1. Select Spam Inspector
2. Then 'Manage Friends List' from either the Spam Inspector toolbar or from the Outlook menu.
3. Make sure Email is selected under 'Add a New Friend'.
4. Type: **support@cvar.net**
5. Click the >> button.
6. Click Close.

## **Spam Interceptor** [back to top](#)

1. Follow the Trusted link under > Authentication Lists.
2. Enter the email address: **support@cvar.net**
3. Click Add.

## **SpamPal** [back to top](#)

1. Click on the SpamPal system tray icon with the right mouse button.
2. Click 'Add to Whitelist' from the menu.
3. Type: **support@cvar.net**
4. Click Add.

## **Spam Sleuth** [back to top](#)

1. Select File, then Configure.
2. Go to the Friends category.
3. Make sure Active is checked.
4. Type: **support@cvar.net** on a line by itself in the entry field.
5. Click OK.

## **Other Spam Filters Not List Above....** [back to top](#)

If **Your Online Invoice is Available from Citrus Valley Assoc** is being filtered, try adding **support@cvar.net** to your Address Book or Contact list.

If messages continue to be sent to your junk folder contact your ISP or spam filter application support and ask how to whitelist **support@cvar.net**.