

## Email Whitelist Instructions

To ensure our emails continue to reach your inbox, please add our email address to your address book. In order to receive your electronic magazine notifications you may need to whitelist the relevant email address. Step-by-step instructions for address book/contact list additions for some larger email service providers and spam filters are outlined below. Please choose the one that matches the system you use.



**ISPs** AOL, AOL Web Mail, AT&T, Comcast, Earthlink, Gmail, Hotmail Live, Windows Live and MSN, Yahoo

**Email Clients:** Outlook 2003 (or higher), Mozilla Thunderbird, Blackberry, Entourage

**Spam Filters:**

- AOL
- Barracuda Networks
- ChoiceMail
- Cloudmark SpamNet
- Eset Nod32
- Mailblocks
- MailShield
- MailWasher
- McAfee Spamkiller
- Norton AntiSpam
- Oddpost
- Spam Inspector
- Spam Interceptor
- Spam Sleuth
- SpamAssassin
- SpamButcher
- Spameater Pro
- SpamFighter
- SpamPal
- Trend Micro PC-Cillin

**Entourage**

- Open the email.
- Right-click the sender's email address.
- Select "Add to Address Book" in the short-cut menu.
- Verify the sender's contact details.
- Click Save.

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.

- Click the "Spam Controls" link on the lower right side of your inbox screen.
- When the "Mail & Spam Controls" box appears, click the "Custom sender list" link.
- Choose the "allow email from support@powertrans.com.au" option.
- Add support@powertrans.com.au then click "Add"
- Click "Save"

**AOL Web Mail**

If using AOL web mail, replying to an email from us will automatically make sure email from our address will now be delivered straight to your Inbox.

Yahoo! Mail

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

- Use the "Not Spam" button in your Bulk folder.
- Create a filter to automatically send email from certain email addresses to your Inbox. This is the only way to really ensure delivery.

**Report as "Not Spam"**

- Check your Yahoo! Bulk folder
- If you see the email from us, highlight it and click "Not Spam"
- This does not guarantee that your mail will be delivered in the future, but it does help.

**Create a Filter**

- Click "Options" in the top right navigation bar

Select "Mail Options" from the list that drops down  
Choose "Filters" located on the left side of the page  
Click the "Add" button on the Filters page  
Choose the field you want to match in the incoming message. For example, "header" or "to".  
Choose the criterion by which you want a match to be made, such as "contains"  
Enter the text string to compare. For example: from support@powertrans.com.au  
Choose the destination folder to which you would like the message delivered. For example: Inbox

### **Eset Nod32**

1. Open ESET Smart Security by clicking the icon in your Windows system tray or by clicking Start → All Programs → Eset → ESET Smart Security.
2. Switch to Advanced Mode by clicking Toggle Advanced mode in the lower left corner of the main window, or by pressing CTRL + M on your keyboard.
3. In the left column, click Setup and then click Antispam module.
4. The Antispam module will be displayed. In the middle of this window, click Whitelist.
5. The White list window will appear. From this location, you may Add, Edit, or Remove Whitelist entries. To add an email address to the Whitelist, click the Add button.
6. The New Item window will appear. In the Email address field, enter the email address that is to be whitelisted. In the Name field, enter the company or individual associated with this address.
7. If you wish to whitelist the entire email domain, select the Whole domain checkbox at the bottom of the window This can be useful if you wish to allow email from all individuals in a specified organization.
8. Click OK to finish.

### **Hotmail Live, Windows Live and MSN**

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:

Check the "Junk" folder if you do not see an email from us in your inbox  
Click the "Mark as safe" link  
Add support@powertrans.com.au to your Safe List

#### **Mark Sender as Safe**

Attachments, pictures, and links in this message have been blocked for your safety. Show content  
Our Newsletter support@powertrans.com.au

From: support@powertrans.com.au You may not know this sender. Mark as safe | Mark as unsafe  
Sent: Thu 6/14/07 12:00 AM  
Reply-to: support@powertrans.com.au

Click "Show content" to view the body of the email if it contains images and HTML  
Click "Mark as safe"  
Our email address will now be added to your list of "Safe senders"

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

Click "Options" in the upper right corner of your Hotmail screen  
In the Body of the page under "Junk e-mail" click the link "Safe and blocked senders"  
Click the link "Safe senders"  
Enter "support@powertrans.com.au"  
Click "Add to list"

## **Gmail**

To make sure email gets delivered to your inbox, you must add support@powertrans.com.au to your contacts list.

Click the drop down arrow next to "Reply" in the upper right side of your inbox screen.

Click the "Add us to Contacts List" from the list that appears.

You will now see us appear under the link "Contacts" on the left side of the page.

Click the link "Contacts" and then in the "Search Contacts" form field.

Now you can select to move us to a contact list of your choice and edit any details.

## **Outlook 2003 (or higher)**

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 contact is not in your address book or "Safe Sender" list, the images will not display.

To have HTML images display correctly, you can:

Change your automatic download settings

Add us to your address book

Add support@powertrans.com.au to your approved sender list

To change settings:

Right click on a non-displaying image in an HTML email

Choose "Change automatic download settings" option

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

Click "OK"

To add sender to address book:

Open our email

Right click on the from address

Choose "Add to contacts" option

To add support@powertrans.com.au to safe sender list:

Right click on a non-displaying image in an HTML email

Choose "Add the domain to the safe sender list" option

## **Earthlink**

To make sure you receive email with Earthlink, there are two actions you can take.

Check "Suspect Email" folder

Add support@powertrans.com.au to your address book

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

Suspect Email Folder

While in the "Suspect Email" folder, if you see an email from us...

Select the "Move to Inbox and Add Contact" option from the pull down menu.

This will add support@powertrans.com.au to your Address Book for future email delivery assurance.

Address Book Inclusion

Open an email from us.

Click "Add to Address Book" in the email header.

Use the "Address Book Editor" to verify our contact details and click "save."

Fill in support@powertrans.com.au as the email address of the sender.

Any mail sent with the same domain (right of the @ sign) will now be delivered to your Inbox.

## **AT&T**

Open an email message from us to add to your address book.  
Click on the "Save Address" link next to the "From Address."  
Check the "Add to Contacts" box and click "Save".

## **Comcast**

Click on the [Save Address] link at the top of a message from us (it's next to the From Address).  
For the field titled First Name, please enter our contacts details  
Then click Save Entry and you're all done.

## **BlackBerrys**

Scroll up to the message header  
Get to the field where our name is listed, click the Berry button and then click Show Address  
Select and copy support@powertrans.com.au to the clipboard  
Go into Address Book and find the us  
Select Save  
Click to edit it, and then click the Berry button to add another email address  
Paste it in and click Save

## **Mozilla Thunderbird**

Click the Address Book button  
Make sure the Personal Address Book is highlighted  
Click the New Card button. This will launch a New Card window that has 3 tabs: Contact, Address and Other  
Under the Contact tab, copy and paste the "From" address, support@powertrans.com.au into the email dialogue box  
Click OK

## **Norton AntiSpam**

Start up Norton AntiSpam  
Click the Status & Settings tab  
Click AntiSpam  
Click Configure  
Click Allowed List tab  
Click Add button  
In the 'Email Address' box, enter support@powertrans.com.au  
Click OK  
Click OK

## **Trend Micro**

You can prevent an email message from being incorrectly moved to the Spam Mail folder within the Anti-Spam Toolbar.

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

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

Add us to the list of Approved Senders

Open Microsoft Outlook or Outlook Express.

Click the Spam Mail folder then select the legitimate email detected as spam.  
Click Approve Sender on the toolbar.  
Click Yes when the confirmation message appears.

#### Decrease the Spam Email Filter Strength

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

#### McAfee Spamkiller

Select Friends from the McAfee SpamKiller sidebar.  
Click Add a friend.  
Make sure All users at a domain is selected under Friend type:  
Type support@powertrans.com.au in Address:  
Optionally, enter our contact details to help you recognize the domain under Name:  
Click OK.  
Click OK.

#### Barracuda Networks

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

Open your email client. Barracuda should send you a summary each day listing quarantined items. Choose the most recent Barracuda email message.  
Locate the email from us at support@powertrans.com.au 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.  
Click the box to the left of support@powertrans.com.au. 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 email addresses

Open your web browser. Navigate to your company's Barracuda firewall homepage.  
Click on the "Block/Accept" tab.  
Choose "Sender Domain Block/Accept." Enter the domain name from support@powertrans.com.au 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."  
Click your mouse on the "Email Sender Block/Accept" tab. Enter support@powertrans.com.au. Include a comment. Click "Add." In the future, Barracuda will not block emails from us.

#### Cloudmark SpamNet

Select Cloudmark > Options... from the Cloudmark SpamNet toolbar in Outlook.  
Click Advanced.  
Go to the Whitelist tab.  
Click the Add button.  
Type: support@powertrans.com.au  
Click OK.  
Click OK.  
Click Yes.  
Click OK.

#### Mailblocks

Click the Addresses tab.  
Click New.  
Type: support@powertrans.com.au  
Make sure 'Accept Mail From This Address' is selected under Receiving Options.  
Uncheck 'Display in People Picker' under Other options.

Click Submit.  
Click OK.

#### MailShield

Click Friends from the toolbar.  
Click Add.  
Type: support@powertrans.com.au  
Click OK.

#### MailWasher

Click Tools, then Blacklist & Friends.  
Click Add... on the right, the Friends list side.  
Make sure Plain email address is selected.  
Type: support@powertrans.com.au  
Click OK.  
Click OK.

#### Oddpost

Check your 'Probably Spam' folder.  
If you see that an email from us was incorrectly filtered out,  
Select it  
Click the 'Move to Inbox and Mark as Not Spam' button.

#### **SpamAssassin**

Add the following entry to your user\_prefs file, which is found in the .spamassassin subdirectory on your web/mail server

whitelist\_from support@powertrans.com.au

Save the user\_prefs file or move the updated copy to your .spamassassin subdirectory.

#### **SPAMfighter**

Highlight the email from us to whitelist.

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

Here you can choose if you want to whitelist support@powertrans.com.au or the whole domain (right of the @ sign).

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:

Click "More" in the SPAMfighter toolbar.  
Then "Options"  
Then "Filter settings"  
Then "Blacklists & Whitelists"  
Then "Whitelist email address"  
Then "Import".  
Select your 'Address Book' and click on "Check all"  
Click "Add"  
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:

Click More" in the SPAMfighter toolbar.  
Then "Options"  
Then "Filter settings"  
Then "Blacklists & Whitelists"

## **ChoiceMail**

Open ChoiceMail  
Click on the Senders tab  
Choose "Approve another Sender"  
Type in support@powertrans.com.au  
Click on OK

## **SpamButcher**

Click the Configure button.  
Go to the Known Senders tab.  
Click Add under 'Known Good Senders and Recipients'.  
Type: support@powertrans.com.au  
Click OK.  
Click OK.

## **Spameater Pro**

Click Filters from the sidebar.  
Click the Approved Senders tab.  
Click Add Filter.  
Type: support@powertrans.com.au under Address.  
Choose 'Full Email Address' under Address Type.  
Select Email Domain.  
Click OK.

## **Spam Inspector**

Select Spam Inspector.  
Then select 'Manage Friends List' from either the Spam Inspector toolbar or from the Outlook menu.  
Make sure Email is selected under 'Add a New Friend'.  
Type: support@powertrans.com.au  
Click the >> button.  
Click Close.

## **Spam Interceptor**

Follow the Trusted link under > Authentication Lists.  
Enter: support@powertrans.com.au  
Click Add.

## **SpamPal**

Click on the SpamPal system tray icon with the right mouse button.  
Click 'Add to Whitelist' from the menu.  
Type: support@powertrans.com.au  
Click Add.

## **Spam Sleuth**

Select File, then Configure.  
Go to the Friends category.  
Make sure Active is checked.  
Type: support@powertrans.com.au on a line by itself in the entry field.  
Click OK.

## **Other Spam Filters Not List Above...**

If email from us is being filtered, try adding **support@powertrans.com.au** 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 our newsletters.