



## Safe Sender / Whitelisting Email Instructions

### Having problems receiving emails from Wakulla Christian School?

Usually when this happens, your email service provider or yourself may have the default email filter settings too high or you have accidentally placed one of our emails in your junk mail. Once you place something in junk; most email systems remember this and place all future emails from the same person/place into the junk as well. If this is the case, you can generally remedy this with a few easy steps.

### **If you found an email or notification from Wakulla Christian School or Rediker (PlusPortals) in your spam / junk folder:**

Please add the following to your address book or contacts as well as making the addresses below part of your safe senders list. This will ensure that you continue receiving important communications from Wakulla Christian School.

### **ADD TO YOUR SAFE SENDER / NOT JUNK / NOT SPAM LIST**

[@wakullachristian.com](mailto:@wakullachristian.com)

[noreply@wakullachristian.com](mailto:noreply@wakullachristian.com)

[@k12msg.com](mailto:@k12msg.com)

[mail@k12msg.com](mailto:mail@k12msg.com)

[messenger@plusportals.com](mailto:messenger@plusportals.com)

We have provided instructions for various email providers below that should help you to add the above domains and emails to your Safe Senders list.

**If you have an email provider that helps block spam or are using some type of corporately managed email, it is likely that your provider or network setup may be blocking incoming emails from us or one of our affiliate domains listed above. In order to prevent this, please verify if you can change the filter settings yourself using the instructions below if available, or, contact your IT Administrator at work and ask them to add the above listed domains/email addresses to your company's white-list. They should be able to add the permission to allow these emails to come through, allowing you access the emails. If they cannot do this or it is against their policy, you may need to provide the school with a different email address. Examples of emails that have had problems in the past include:**

- [@icloud.com](mailto:@icloud.com)
- [@fdle.state.fl.us](mailto:@fdle.state.fl.us)
- [@embarqmail.com](mailto:@embarqmail.com)
- [@centurylink.net](mailto:@centurylink.net)
- [@bop.gov](mailto:@bop.gov)

## How to Add an Email Address to Your Email's Safe Senders /Whitelist?

### Email Account Providers

#### **AOL 8.0+**

- Step 1: Open the email
- Step 2: Click Add Address icon
- Step 3: Verify the sender's contact information

#### **AOL Webmail**

- Step 1: Click on the Addresses tab in the upper right corner of the Mailbox window
- Step 2: Click on the New drop-down menu and select New Contact.
- Step 3: Type the email address of the new contact in the Screen Name field and click the Save button.

#### **Earthlink**

- Step 1: Open the email
- Step 2: Click Add Sender
- Step 3: Verify that the contact information is correct
- Step 4: Click "Yes"

#### **Entourage**

- Step 1: Open the email
- Step 2: Right-click the sender's email address
- Step 3: Select Add to Address Book in the short-cut menu
- Step 4: Verify the sender's contact details

#### **Gmail**

- Step 1: Open the email.
- Step 2: Click on More Options in the upper right hand corner of the message.
- Step 3: Click on Add Sender to Contacts List in the header of the email.
- Step 4: A confirmation message will be displayed above the email.

#### **Juno**

- Step 1: From the mail screen, click on the Address Book tab.
- Step 2: Insert the email address you would like to add.
- Step 3: Click Quick Add

#### **Mac Mail**

- Step 1: Open the email

- Step 2: Right-click the sender's email address
- Step 3: Click Add to contacts in the short-cut menu
- Step 4: Click Save and Close

### **Microsoft Outlook Express 6+**

- Step 1: Open the email
- Step 2: Left-click the sender icon, or right click the sender's name
- Step 3: Click Add to contact
- Step 4: Click Save and close

### **Microsoft Outlook 2003**

- Step 1: Open the email
- Step 2: Select Actions on the toolbar
- Step 3: Select Junk Email from the drop-down menu
- Step 4: Select Add sender to Safe Senders List
- Step 5: Verify that the contact information is correct and click Ok

### **Microsoft Outlook 2007**

- Step 1: Open the email
- Step 2: Click Options on the Tools menu
- Step 3: On the Preferences tab, under Email, click Junk E-mail
- Step 4: Select Safe Senders or Safe Recipients tab and click add
- Step 5: Enter the email address of the contact and click Ok

### **Microsoft Outlook 2010 & 2013**

- Step 1: On the Home Tab, in the Delete Group, click Junk
- Step 2: Select Junk E-Mail Options from the dropdown list
- Step 3: Select the Safe Senders tab
- Step 4: Click Add, and enter the email address in the window that appears
- Step 5: Click Ok

### **Mozilla Thunderbird**

- Step 1: Click the Address book button
- Step 2: Make sure the Personal Address Book is highlighted
- Step 3: Click the New Card button
- Step 4: Under the Contact tab, copy and paste the email address(s) above and click "ok"

### **MSN Hotmail (Classic)**

- Step 1: Open the email.
- Step 2: Click Save Address in the menu bar.
- Step 3: Verify that the contact information is correct

- Step 4: Click OK on the next screen.

### **Window Live Hotmail**

*Adding to the Address Book doesn't automatically add you to the Safe Sender list - you must mark the sender as Safe.*

- Step 1: Open the email
- Step 2: Click on the Mark as Safe link

### **Yahoo! Mail**

- Step 1: Open the email
- Step 2: Select the Add to Address Book link.
- Step 3: Enter the email address of the contact and click on Save Contact.

## **Managing your Spam and Junk folders**

For your convenience, we have provided links to tutorials for handling junk mail folders for the most popular email software and providers:

- [Outlook junk folder](#)
- [Outlook clutter folder](#)
- [Gmail spam](#)
- [Sbcglobal.net & att.net spam](#)
- [Yahoo spam](#)
- [Comcast.net & Xfinity.com spam](#)