Whitelist Us

Email and Internet companies use blockers to stop spam. Sometimes these programs block legitimate email you want to receive. We ask that you add us to your trusted list of senders, contacts or address book, also known as "whitelisting."

If you do not see an email from us in your Inbox, it may have mistakenly been sent to your spam folder. To continue to receive our latest insights, including Cyber Security topics, add e.northerntrust.com and on24event.com to your contacts.

To check, please **open your spam folder** and search for ***e.northerntrust.com*** and ***on24event.com.*** If you find one of these messages from us, open it and mark it as **"Not Spam".**

Since every email service varies, check below for specific instructions for some of the more popular services.

AOL

WebMail

- Open the email.
- Click on the sender's name and email address.
- Click "Add to Address Book" in the window that appears.
- Enter any additional information.
- Click Save.

AOL (version 9.0 or higher)

- Copy the "from" address from the latest email (or you can copy the addresses listed above).
- In the pop-up box, select Add.
- Paste the copied address/type the address required in the Other email field.
- Make the newly added address the "Primary email address" by checking the checkbox.
- Select Save.

AOL 8.0

- Select Mail in the Menu on the top of the screen.
- Select Mail Controls.
- The Mail Control Screen would be displayed. Select Next.
- Select Customize Mail Controls for this Screen Name and click Next.
- You can select "Allow email from all AOL members, email addresses and domains" (allows all emails).
- Select Next until the Save button shows up at the bottom.
- Select Save.

AOL 7.0

- Select Mail in the Menu on the top of the screen.
- Select Mail Controls.

- The Mail Control Screen would be displayed. Select Next.
- Select Customize Mail Controls for this Screen Name and click Next.
- In the exclusion and inclusion parameters, include the domains *e.northerntrust.com* and *on24event.com*.

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 *e.northerntrust.com* and *on24event.com* to whitelist the domain.

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.

Comcast SmartZone

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

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.

EarthLink

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

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.

Gmail

To ensure that you receive emails in your inbox, you can add the email address to your contact list. If one of our mails has been moved to the spam folder, you can mark it "Not Spam" to whitelist it.

1. Select contacts from the options on the left side of the Gmail Inbox.
2. Select Create Contact on the top menu.
3. Enter the email address in the primary email box.
4. Select Save.

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.

McAfee SpamKiller

1. Click **Friends**.
2. Click **Add**.
3. Enter your contact's domain.
4. Click **OK**.

MSN

1. Select Settings: Email | Junk email (bottom left, just above Calendar).
2. From the Email settings screen, select Junk Email Guard.
3. Select Safe List.
4. Enter the email address.
   Example: You can either enter a specific email address or use *@e.northerntrust.com* and *on24event.com* to whitelist the domain.
5. Select Add.

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**.

Norton AntiSpam

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:

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

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 Email.
3. Select Junk Email 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 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. 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 Email 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**.

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 whitelist.
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 (Formerly Hotmail)

1. Open your Outlook mailbox.
2. Select Options from the top right (next to the question mark).
3. Select More options > Safe and blocked senders (under Preventing junk email) > Safe senders.
4. In the space provided, enter the address.

   Example: You can either enter a specific email address or use *@e.northerntrust.com* and *on24event.com* to whitelist the domain.

5. Select Add to list.
6. Ensure the safe mailing lists box has the address you entered, and select OK.

Road Runner

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 email address you would like to add as a safe sender.
4. Click "Mark as Not Spam".

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**.

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**.

Yahoo

In Yahoo Mail, your Contacts list is your whitelist. To add the From Address to your Yahoo Contacts:

1. Open your Yahoo mailbox.
2. Click the address book icon under the Yahoo! Mail logo. When you roll your mouse over it, it will say Contacts.
3. Click "New Contact".
4. Fill in the fields of your Contact.
5. Click **Save**.

Mail from this sender should now be delivered to your Inbox.