



## Whitelisting Emails

We will be emailing you throughout the program using the following email addresses.

- STRIVE Program – [STRIVE@aha.org](mailto:STRIVE@aha.org)
- Extranet - [wssadmin@hostaccount.com](mailto:wssadmin@hostaccount.com)
- IP Safety Program (Adobe Connect) - [admin@adobeconnect.com](mailto:admin@adobeconnect.com)

Some email service providers are picky about which emails get through their filters to your email inbox. We recommend that you explicitly allow communications from us in advance -- a practice known as "**whitelisting**." See the instructions below for some popular email providers.

### Whitelist email addresses with Gmail

**Add us to your contacts.** Sign in to your Gmail account and add our addresses to your contacts. Google will usually deliver email from addresses that are in your Contacts.

**Mark our messages as Not Spam.** If Gmail has marked emails you wish to whitelist as spam, tell Gmail the emails are not spam.

1. In Gmail, navigate to the spam folder
2. Search for emails containing the domain you wish to whitelist (e.g., aha.org or adobeconnect.com)
3. Select all the emails shown
4. Click **More** and then **Not spam**

### Whitelist email addresses with Outlook.com

**Add us to your contacts.** For Outlook.com, Windows Live Mail, Hotmail and MSN Mail, sign in to your account at Outlook.com. Add the email addresses to your Outlook.com Contacts. Outlook.com will usually deliver email from addresses that are in your Contacts.

**Add our addresses to your safe senders**

1. Click the cog icon in the top-right corner and then **More mail settings**
2. Select **Safe and blocked senders** and then **Safe senders**
3. Add the email **domain** (e.g., aha.org or adobeconnect.com) to the list of **Safe senders**
4. Return to **Safe and blocked senders** and then select **Safe mailing lists**
5. Add our email addresses to the list of **Safe mailing lists**

### Whitelist email addresses with Yahoo! Mail

**Add us to your contacts.** Sign in to your account at Yahoo! Mail and add our email addresses to your Yahoo! Mail Contacts. Yahoo! will usually deliver email from addresses that are in your Contacts.

**Create a filter for the addresses**

1. Mouse over the Settings menu icon and select **Settings**
2. Click **Filters** and then **Add**
3. Enter a **Filter Name**
4. Enter the **domain** of the email you want to whitelist in the **Sender** field, **or** Enter the **email address** of the you want to whitelist in the **Recipient** field
  - Select **Inbox** as the folder to deliver the email to
  - Click **Save** and then click **Save** again

### Don't see your email provider?

Contact them directly for the best option to make sure that you continue to get regular communications from us.