

# SmartEngage Email Whitelist Instructions

Your providers do the best they can to keep spam out, but sometimes the systems they use mistakenly catch good mail along with it.

So- 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 **SmartEngage** in your Inbox, my email may have mistakenly been sent to your spam folder.

Please **open your spam folder** and if you find an email from **SmartEngage** open it and mark it as "**Not spam**"...

NEXT: Click on the providers or software you use to see how to make sure you get the mail from **support@smartengage.com** you have asked for.

## Popular Apps

- [Gmail](#)
- [Gmail App](#)
- [Gmail Tabs](#)
- [Yahoo](#)
- [iPhone Mail](#)
- [Outlook App](#)
- [Outlook](#)
- [Inbox by Gmail](#)

## Email Clients

- [Outlook.com](#)
- [AOL Web Mail](#)
- [Comcast](#)
- [EarthLink](#)
- [AT&T](#)
- [Thunderbird](#)

## Security Software

- [Norton](#)
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- [Trend Micro](#)

## Spam Filters

- [Cloudmark](#)
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### **Is your email client or spam filter not listed?**

If **SmartEngage** is being filtered, try adding **support@smartengage.com** 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@smartengage.com**

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# Gmail

To make sure our email gets delivered to your Inbox, you must add **SmartEngage** to your contacts list.

If you do not readily find an email from **SmartEngage**...

Please check your **Gmail Spam Folder**:

1. - If you see the email from **SmartEngage**: Open the Email.
2. - Click the button on the toolbar, labeled Not spam

Next please, add SmartEngage to your Contacts list:

(2 minutes ago) image.png found or type unknown
Reply
Forward
Filter messages like these
Print
Add SmartEngage to Contacts list
Delete this message

1. - Open the email from **SmartEngage**.
2. - Click the drop down arrow next to "Reply" in the upper right side the email from header.
3. - Click the "Add **SmartEngage** to Contacts List" from the list that appears.
4. - If **SmartEngage** does not appear in the dropdown list? Then you probably have already added **SmartEngage** to Contacts.

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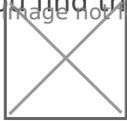
# Gmail Mobile App

- If you are using the Gmail Mobile App on your mobile device, please open the app now.

If you are using Gmail Tabs such as "Promotions" please open your Promotions tab in Gmail.

If you do not find an email from **SmartEngage**, please check the Spam Folder:

1. When you find the email from **SmartEngage**



2. Tap the  menu icon - top right.
3. Then select **Move to**.

Screenshot of the Gmail App dropdown menu

1. Then select **Primary** from the list.

Screenshot of the Gmail app move to menu

This way you will always see **SmartEngage** in your Primary Inbox tab...

NOTE: **My Preferred Folder** does not exist by default in Gmail. It is there as an example only since custom folders must be created by the user.

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# Gmail Tabs

- If you are using Gmail Tabs such as 'Promotions' please open your Promotions tab in Gmail.

1. - If you find an email from **SmartEngage** in your Gmail Promotions tab:

2. - Grab and drag my email to the Primary Inbox Tab.
3. - After doing so, you will receive an alert like the one below at the top of your Gmail toolbar.

The conversation has been moved to "Primary"  
Do this for future messages from support@smartengage.com? Yes

1. - Click Yes in the yellow alert box at Gmail.
2. - This way you will always see **SmartEngage** in your Primary Inbox tab...

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# Yahoo! Mail

If you have not received an email from **SmartEngage**...

Check your Spam Folder. If you see an email from **SmartEngage**:

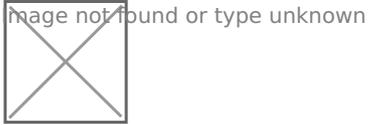
1. - Please open the email.
2. - Next click the **Not Spam** button on the top toolbar.

To ensure delivery: Create a filter to automatically send email from **SmartEngage** to your Inbox.

1. - Move your mouse over or tap the **Gear** icon in the top right navigation bar.
2. - Select **Settings** 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. - Create a name such as **Whitelist** in the **Filter name** field.
6. - In the **From** field leave the default **contains** selected.
7. - Enter our email address **support@smartengage.com** in the text box next to **Contains...**
8. - Choose the destination folder to which you would like the message delivered. For example: Inbox.
9. - Click or tap **Save...**
10. - You will see in the next screen -Deliver to **Inbox** if From contains **SmartEngage-**
11. - Click or tap **Save** on this screen.
12. - You will be returned to your Yahoo! Inbox.

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- - You may also move **SmartEngage** to any folder of your choice.



# Outlook.com

Previously "Hotmail", "Live", "Windows Live" and "MSN"...

In the new Outlook.com you must click the **Wait it's safe** link if you find emails incorrectly identified as spam.

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 see the **SmartEngage** email in your Inbox
2. - Open the email from **SmartEngage...**
3. - Click the "Wait it's safe" link

## Mark Sender as "Wait it's safe!"

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SmartEngage (support@smartengage.com)

To: you@outlook.com

Microsoft SmartScreen marked this message as junk and we'll delete it after ten days.

Wait, it's safe! | I'm not sure. Let me check

## Manually Add to Safe List

1. - Click gear the icon on the top right.
2. - Select **Options** in the drop down list.
3. - On the Options page under **Preventing junk email** click **Safe and blocked senders**
4. - Click the link **Safe senders** on the next page.
5. - Enter the email address **support@smartengage.com** in the text box.
6. - Click **Add to list**
7. - **SmartEngage** will now be added to your list of **Safe senders**
8. - Emails added to your **Safe senders** will not be delivered by mistake to your **Junk** folder.

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## AOL Webmail

To make sure our email gets delivered to your AOL Inbox- Please complete these two steps...

If you find **SmartEngage** in your spam folder:

1. Right click the email.
2. Click "Not spam" in the resulting list.

Add **support@smartengage.com** to your Address Book:

1. - Open the email from **SmartEngage**
2. - Click the **show details** link next to **SmartEngage** in the From field.
3. - Move your mouse over or tap **support@smartengage.com** to show the menu.
4. - Click or tap **Add contact** in the menu displayed.
5. - Add **SmartEngage** to the name fields
6. - Click **Add contact**

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

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# Comcast

Please log into your Xfinity account and select your Comcast webmail:

1. Should you find an email from **SmartEngage** in your spam folder:
2. Open the email.
3. Click the **No icon** **Spam (not spam)** icon on the top toolbar.

Next please, add **SmartEngage** to your address book:

1. - Please open the email from **SmartEngage**.
2. - Click on the button at the top left of the email that says:

support@smartengage.com

+ Add to Address Book

1. - That will open your edit contact screen.
2. - Then click **Save** and you're all done.

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# EarthLink

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

1. - Check **Suspect Email** folder
2. - Add **SmartEngage** to your address book.

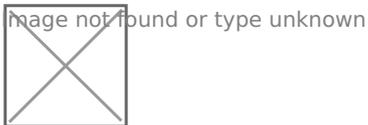
With EarthLink, if you have SpamBlocker turned on, suspect messages are automatically send to your Suspect Email folder if the Domain is not in your address book.

**Suspect Email Folder:**

1. - While in the **Suspect Email** folder, if you see **SmartEngage...**
2. - Select the **Move to Inbox and Add Contact** option from the drop down menu.
3. - This will add **support@smartengage.com** 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@smartengage.com** 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.



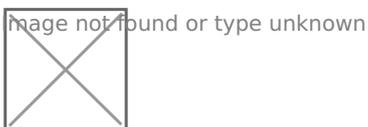
## **AT&T**

AT&T no longer maintains their own inbox.

Instead you can find your AT&T emails at Att.Yahoo.com

Please follow the Yahoo instructions for whitelisting an ATT.net email address.

Click or Tap here, to scroll to the [Yahoo instructions...](#)



## **Mozilla Thunderbird**

Please open your Thunderbird email client:

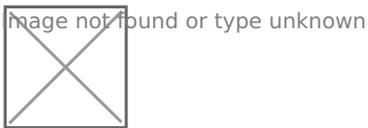
If an email from **SmartEngage** appears in your Junk Folder:

Please mark that message as **Not Junk**.

Next, please add **SmartEngage** to your Address Book:

1. - Click the **Address Book** button.
2. - Make sure the **Personal Address Book** is highlighted.
3. - Click the **New Contact** button.
4. - Under the **Contact tab**, copy and paste the "From" address, **support@smartengage.com** into the email text box.
5. - Click **OK**.

## *Security Software*



## Norton AntiSpam

This problem may happen if **support@smartengage.com** is accidentally added to the Blocked List.

To remove the **support@smartengage.com** from the Blocked List:

1. - Start your Norton product.
2. - Click Settings.
3. - Depending on your Norton product, do one of the following:

### **For Norton 360:**

1. In the Settings window, under Detailed Settings, click AntiSpam.
2. On the Filter tab, next to Blocked List, click Configure.

### **For Norton Internet Security:**

1. In the Settings window, on the Network tab, click Message Protection.
2. Under AntiSpam, next to Blocked List, click Configure.
3. - In the Blocked List window, select the item that you want to remove, and then click Remove.
4. - Click Apply, and then click OK.
5. - If you do not find **support@smartengage.com** in the Blocked list, go to next step.

#### **To add support@smartengage.com to the Allowed List:**

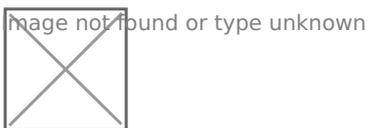
1. - Start your Norton product.
2. - Click Settings.
3. - Depending on your Norton product, do one of the following:

#### **For Norton 360:**

- In the Settings window, under Detailed Settings, click AntiSpam.
- On the Filter tab, next to Allowed List, click Configure.

#### **For Norton Internet Security:**

1. In the Settings window, on the Network tab, click Message Protection.
2. Under AntiSpam, next to Allowed List, click Configure.
3. - In the Allowed List window, click Add.
4. - In the Add Email Address window, from the Address Type drop-down, select the address type.
5. - Add **support@smartengage.com**, and then click OK.
6. - In the Allowed List window, click Apply, and then click OK.



## McAfee Products

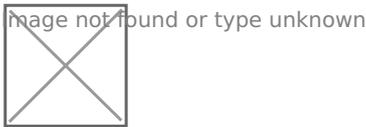
While McAfee has removed spam protection in the latest Anti-Virus software- You may still have a version that offers spam filtering.

1. In order to add **SmartEngage** to the friends whitelist, please open McAfee and click on **Web & Email Protection**.

## 2. Then click on **Anti-Spam**

There you can see various settings. You can change the spam protection level, change filter settings, etc.

- Click on **Friends list**
- - Please add **support@smartengage.com** to your "Friends List" to always allow emails from **SmartEngage**.



# Trend Micro

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. Occasionally, it may detect what you consider legitimate email as spam.

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

1. - Add the **SmartEngage** to the list of Approved Senders.
2. - 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 to their 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.
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.
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.

# Spam Filters

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# Cloudmark SpamNet

Cloudmark filters email based on content footprints. To assure our email has not been mis-identified as spam:

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@smartengage.com**
6. - Click OK.
7. - Click OK.
8. - Click Yes.
9. - Click OK.

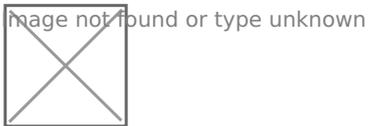
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# SaneBox

Sanebox is not a filter, but a filtering system trained by you.

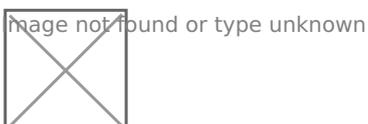
1. - Open your Webmail or Gmail where you use SaneBox.
2. - Open your @SaneLater folder.
3. - If you find an email from **SmartEngage** or an email from **support@smartengage.com** in @SaneLater...
4. - Please drag my email to your Inbox folder.
5. - By doing this you will always get our great content in your Inbox from now on!



# Spam Assassin

Spam Assassin is usually administered by your server admin. Please contact your admin and request that he or she:

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@smartengage.com**
3. - Save the user\_prefs file or move the updated copy to your .spamassassin subdirectory.



# Barracuda Networks

Occasionally, Barracuda Spam Firewall will mark a legitimate message as spam. There are two methods to whitelist email senders.

## **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 **SmartEngage** and the sender email address **support@smartengage.com** 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. - Click on the **Block/Accept** tab.
3. - Choose "Sender Domain Block/Accept." Enter the Domain name from **support@smartengage.com** to whitelist. For example, you can enter aol.com to allow all AOL addresses.
4. - 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@smartengage.com**"
6. - Include a comment. Click "Add." In the future, Barracuda will not block emails from this sender.

## *Most Used Spam Filters*

# SPAMfighter

Highlight the email from **SmartEngage** with the email address **support@smartengage.com** to Whitelist.

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

Here you can choose if you want to Whitelist the email address **support@smartengage.com** 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 to delete addresses, please go to:

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

# Mail Washer

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@smartengage.com**
5. - Click OK.
6. - Click OK.

## ChoiceMail

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

## Spam Sleuth

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

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Revision #1

Created 7 October 2023 14:09:27 by Cindy

Updated 7 October 2023 14:12:16 by Cindy