How to Whitelist an Email Address with Gmail

In to your account at Gmail.com and do the following:

- Add the address to your contacts.

  1. Add the **email address** that is sending you email (e.g. FCCPTHelpDesk@aon.fccpt.org) to your Gmail Contacts. Google will usually deliver email from addresses that are in your Contacts.

  2. Mark 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. fccpt.org).

  3. Select all the emails shown.

  4. Click **More** and then **Not spam**.

- Create a filter for the address. Create a filter to tell Google to whitelist email from a domain or online group.

  1. Click the cog icon in the top-right corner, and then **Settings**.

  2. Click on **Filters** and then **Create a new filter**.

  3. **Either**

     o enter the **domain** of the email you want to whitelist in the **From** field; *or*

o enter the **email address** of the online group you want to whitelist in the **To** field.

4. Click **Create filter with this search**.

5. In the box headed **When a message arrives that matches this search** select **Never send it to spam**.

6. Click the **Create filter** button.

Important:

- To whitelist all email from a domain, enter the domain (fccpt.org AND fsbpt.org) in the **From field**.

- To whitelist an online group, enter the group email address (FCCPTHelpDesk@aon.fccpt.org) in the **To field**.

Tips:

- Do not enter email addresses in both the **From** and **To** fields as Gmail will only filter in emails that meet both criteria.

- In both the **From** and **To** fields, you can enter either a specific email address or an entire domain.

- To enter multiple domains in each field separate them with OR as in "fsbpt.org OR fccpt.org".

See also Google's help on [legitimate mail is marked as spam](#).