



## iZento Whitelist Instructions

*Make sure you receive your trip journal emails. Add “api@izento.com” to your Whitelist.*

**The most common way to whitelist an address is to add it to your address book, white list, or safe list.** There is no universal way to whitelist an address, so if this is not an option, you will have to consult the help section associated with your email application.

### **Outlook 2003/2007**

Add “api@izento.com” to your Safe Senders list:

1. On the Tools menu, click "Options".
2. On the Preferences tab, click "Junk E-mail".
3. On the Safe Senders tab, click "Add".
4. In the Add address box, copy and paste in *api@izento.com* and click OK.
5. If not already checked, place a check in the “Also trust e-mail from my Contacts” check box.

### **Outlook 2010/2013**

Add “api@izento.com” to your Safe Senders list:

1. Under the Home tab, in the Delete group, click the Junk button, and then select Junk E-mail Options.
2. Select the Safe Senders tab.
3. On the Safe Senders tab, click "Add".
4. In the Enter an email address box, copy and paste *api@izento.com* and click OK.
5. If not already checked, place a check in the “Also trust e-mail from my Contacts” check box.

You can also add “api@izento.com” to your Outlook Address Book. This can be done by opening an email from “api@izento.com”, right clicking the From address, and selecting "Add To Contacts". You can also access your Address Book via the tools drop down menu.

### **Gmail**

Add “api@izento.com” to your Gmail Contacts List:

1. Click "Contacts" along the left side of any Gmail page.
2. Click "Create Contact".
3. Copy and paste *api@izento.com* into the primary email address dialog box.
4. Click "Save".

If the mailing is in your SPAM folder, check the box next to the mailing and click the "Not Spam" button along the top



## **Yahoo**

Set up a filter to redirect mail from [api@izento.com](mailto:api@izento.com) to your inbox:

1. Open your mailbox and click on "Mail Options" (upper right hand corner).
2. Select "Filters" under the Management column.
3. Click the "Add" button on the Filters page.
4. In "Filter Name" type in any name you like. CB API is fine.
5. In the "Sender" row, make the drop down "contains" and type *api@izento.com* in the box.
6. At the bottom of the page make sure the "Deliver email to the following folder" drop down menu is "Inbox".
7. Click the "Save" button.

If a mailing is in your Yahoo Bulk Folder open the email and click the "Not Spam" button.

You should also check that "[api@izento.com](mailto:api@izento.com)" is not in your "Blocked Addresses" list:

You can find your "Blocked Addresses" list by clicking "Mail Options" and then clicking the "Blocked Addresses" link in the left column. If you see "[api@izento.com](mailto:api@izento.com)" on this list, select it and click the "Remove Block" button

## **Hotmail**

Add "[api@izento.com](mailto:api@izento.com)" to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link.
3. Select the "Safe List" link.
4. Copy and paste *api@izento.com* into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.

If the mailing is in your "Junk E-Mail Folder", open the email and click the "Not Junk" button.

Check that the email address is not in your Blocked Senders list. Follow the directions above, going to "Blocked Senders List" instead of "Safe List". If you see "[api@izento.com](mailto:api@izento.com)" on this list, Remove it.

## **AOL**

Add "[api@izento.com](mailto:api@izento.com)" to your AOL address book:

1. Click the "Mail Options" menu and select "Address Book".
2. Inside the "Address Book" window, click the "Add" button.
3. Inside the "Address Card for New Contact" window cut and paste *api@izento.com* into the "Other E-Mail" field.
4. Make our From address the "Primary E-Mail" address by checking the associated check box to the right of it.
5. Click the "Save" button.



## **AOL (cont.)**

If the mailing is in your SPAM Folder, you can open the email and click the "This Is Not Spam" button.

## **Netscape Mail**

Set up a filter to redirect the mail from “api@izento.com” into your inbox:

1. From the Edit drop down menu, select "Message Filters".
2. Click "New", and give the new filter a name (e.g. "Whitelist").
3. Change the drop down on the left to "sender" and the one in the middle to "is".
4. Copy and paste *api@izento.com* into the box on the right.
5. Make the bottom two drop downs "Move to folder" and "Inbox".
6. Click "OK".
7. Make sure that your new filter is located at the top of the Message Filter list so it is run before any spam filter.

## **Mozilla Thunderbird**

Add “api@izento.com” to your Thunderbird Address Book and configure your Junk Mail Controls to white list your address book.

Add an address into your Personal Address Book:

1. Click the "Address Book" button.
2. Make sure the Personal Address Book is highlighted.
3. Click the "New Card" button.
4. Under the "Contact" tab, copy and paste *api@izento.com* into the Email dialog box.
5. Click "OK".

Whitelist your Personal Address Book:

1. From the main drop down menu, select "Tools -< Junk Mail Controls..."
2. This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter
3. Under the Settings tab, update the "White Lists" module by selecting Personal Address Book from the pull down menu and then check mark the box next to "Do not mark messages as junk mail".
4. Click "OK".

If the mailing is in your junk folder, right-click the mailing and choose "Mark -< As Not Junk".