

# **Fix Your Email Routing**

**Ford's Colony Computer & Technology Club  
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# What is the Email Problem?

- Do you receive **unsolicited** emails into your INBOX from some senders?
- Does some email from **legitimate** senders get erroneously routed into your **JUNK** or **SPAM** folder?
- When surfing the internet, do you sometimes view a website and then start getting unsolicited email from them?



# Some Email Terms

- **Email client** = A program that manages your email (Thunderbird, AOL Mail APP, Google Mail APP, Apple Mail APP, etc.)
- **Email Host** = an email service provider such as Cox, iCloud, AOL, Microsoft (Hotmail, Live, MSN, etc.), Yahoo, Google, Verizon, etc.
- **Webmail** = Accessing your email account through an Internet Browser (e.g. AOL.com, Outlook.com, mail.google.com,
- (Internet) **Domain** = the recognized internet name of the email and/or website. The domain when viewing an email address is the text after the @ symbol including the . suffix



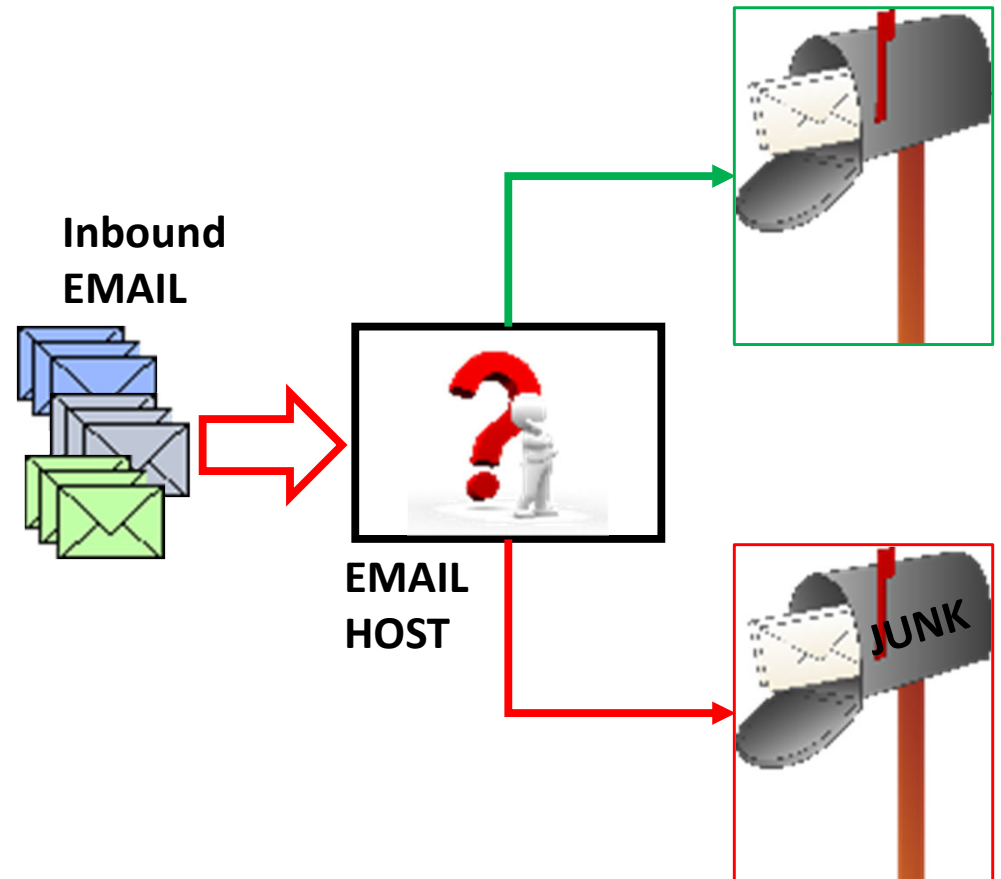
# SPAM/JUNK management – Whitelisting & Blocking

- More often than not, email screening as to its legitimacy is done at the email hosting server.
- Algorithms perform this classification. Some hosts provide users control over the level of aggressiveness of this filtering process.
- Most have some form of whitelisting (legitimate email senders) and blocking (suspicious email senders). The inbound email address is compared to these lists and then route them to the appropriate email folder in your account.
- If the inbound email address is new, the algorithms make an educated guess as to whether the message is legitimate or suspicious. They are imperfect!

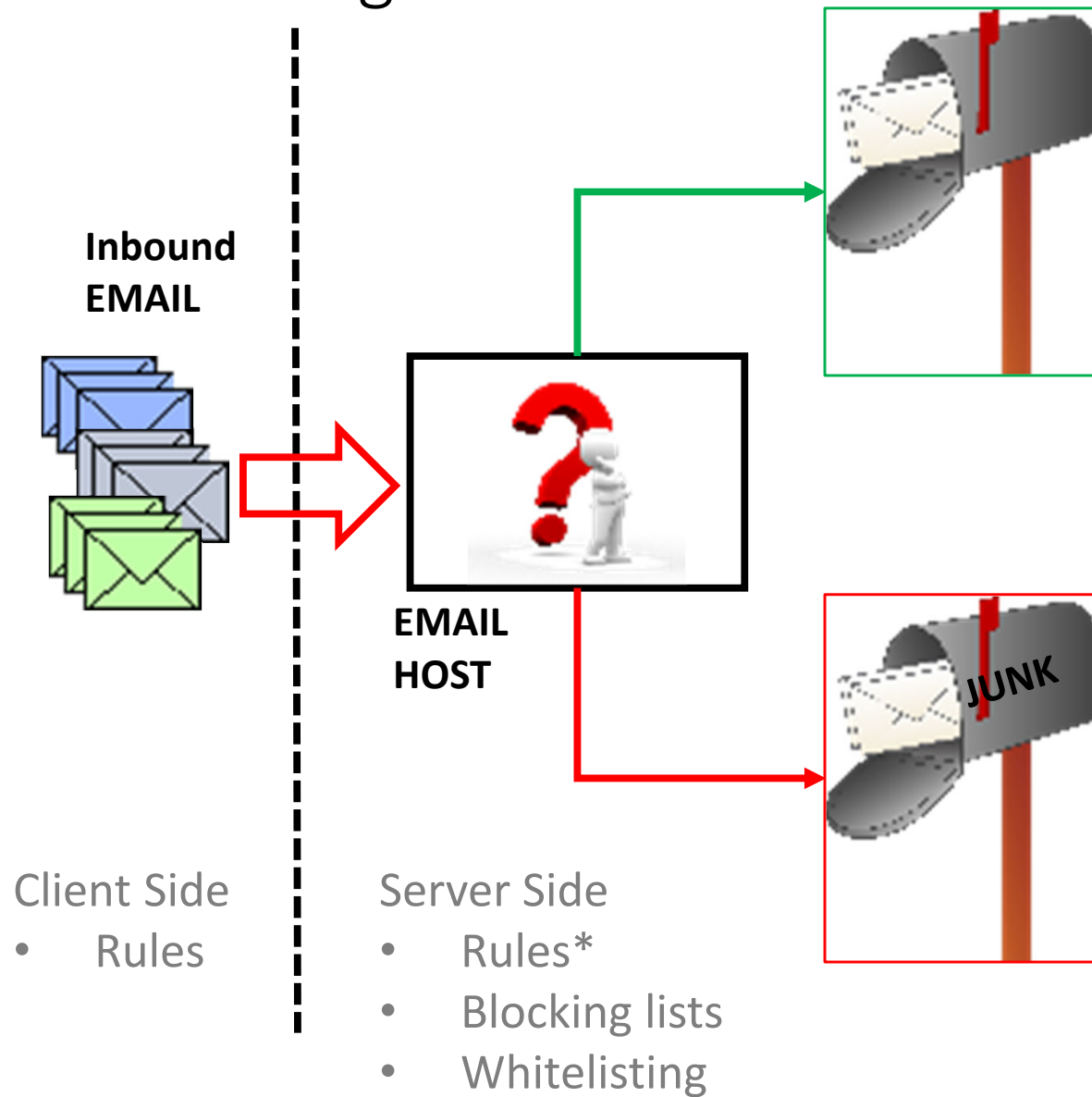


# SPAM/JUNK management – Whitelisting & Blocking

- You can modify how your email account with a specific host handles or routes incoming emails.
  - Emails from senders you definitely want to go into your Inbox can be **whitelisted**.
  - **Whitelisting** instructs your email host to route mail from that sender into your **Inbox**.
  - Emails from senders you definitely DO NOT want to go into your Inbox can be **blocked**.
  - Blocking instructs your email host to route mail from that sender into your Junk or Spam folder.

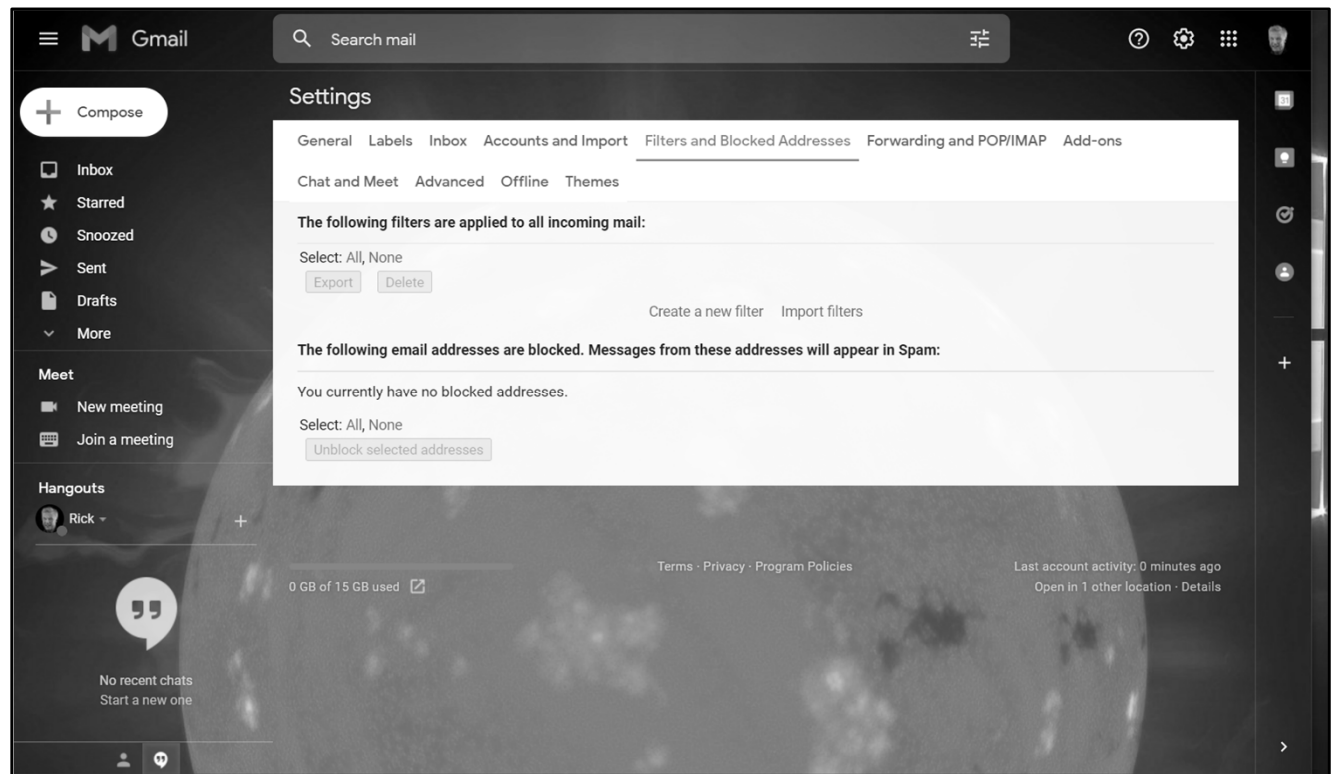


# SPAM/JUNK management



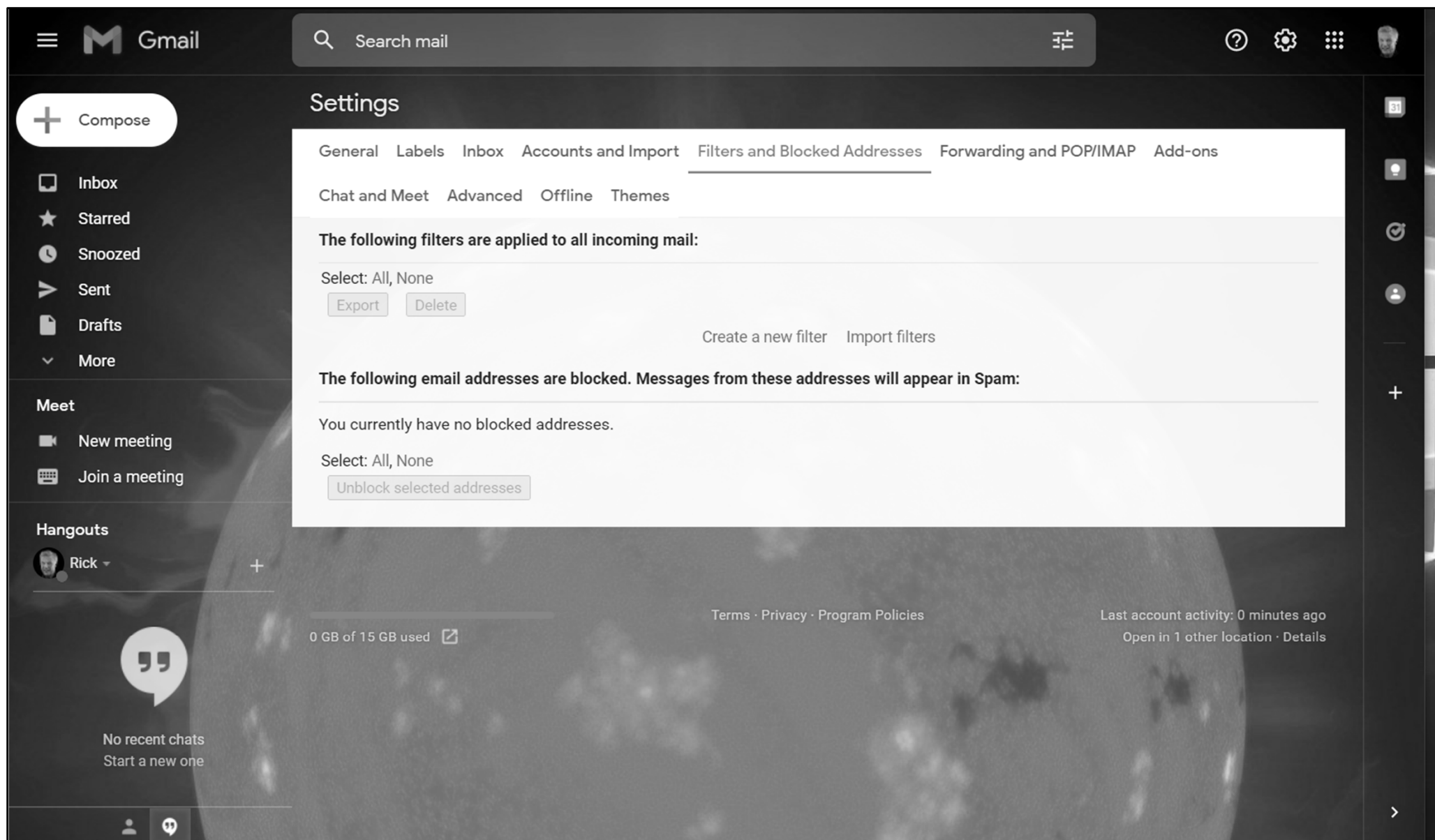
# HOW to Whitelist & Block Email - Gmail

1. Open your GMAIL using an internet browser.
2. Click the Settings button (in the top-right corner of the screen), then select "Settings" from the resulting drop-down menu.
3. Navigate to the tab labeled "Filters and Blocked Addresses" to access information about your existing filters.
4. Select "Create a new filter" and enter the emails or domains you want to whitelist.



<https://mail.google.com/mail/u/0/?tab=km#settings/filters>

# HOW to Whitelist & Block Email - Gmail

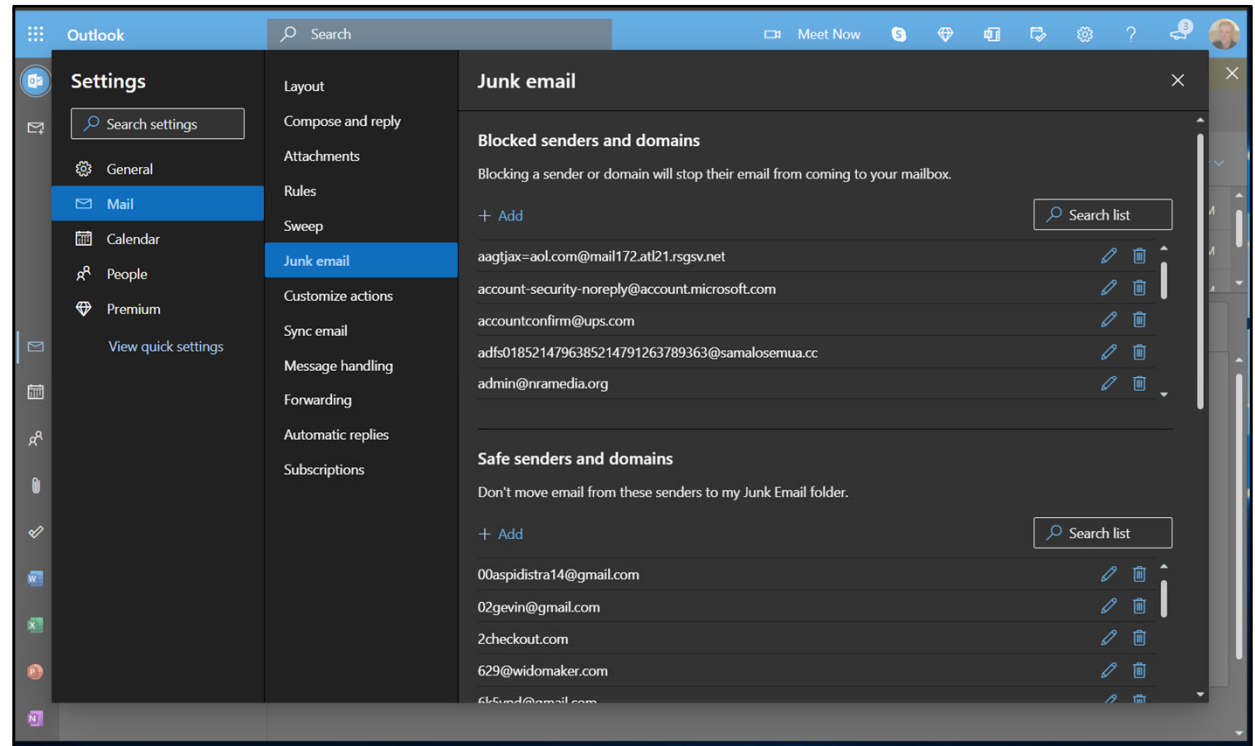


<https://mail.google.com/mail/u/0/?tab=km#settings/filters>



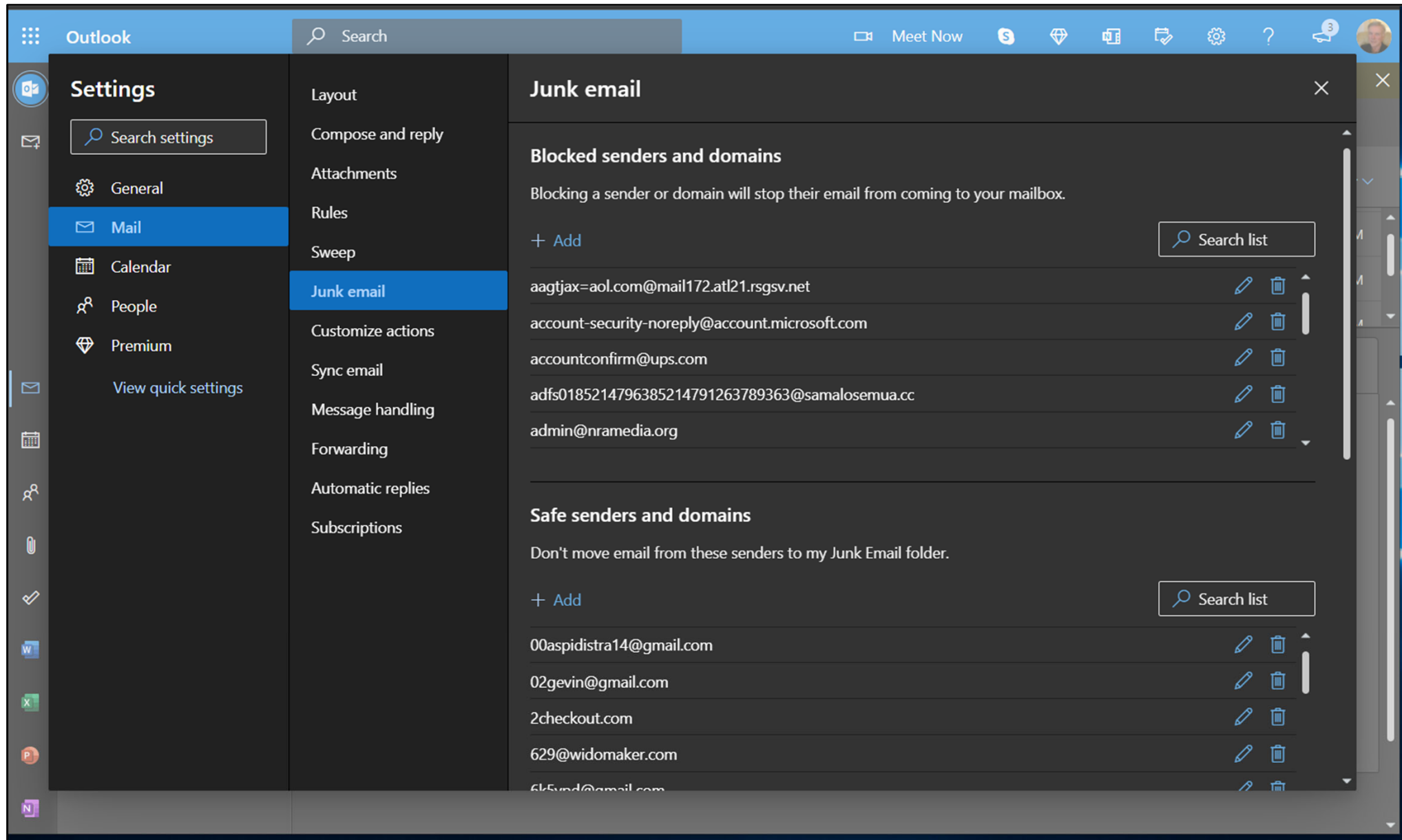
# HOW to Whitelist & Block Email - Outlook

1. Open Outlook.com using an internet browser and Login to your email account.
2. Click on “Settings”, then “View all Outlook settings”.
3. Go to “Junk email”, then choose “Safe senders and domains” or “Safe mailing lists” to select the domain or email you want to whitelist.
4. Enter the domain name or email address you wish to add to Safe senders. Make sure to include the @ character for domain names in order to only whitelist emails with the exact string of characters you entered (and nothing more).
5. Alternatively, you can simply add an individual email address that has sent you a message to your Outlook Contacts. Though they lead to the same result, this method is quicker and more efficient than manually entering information.



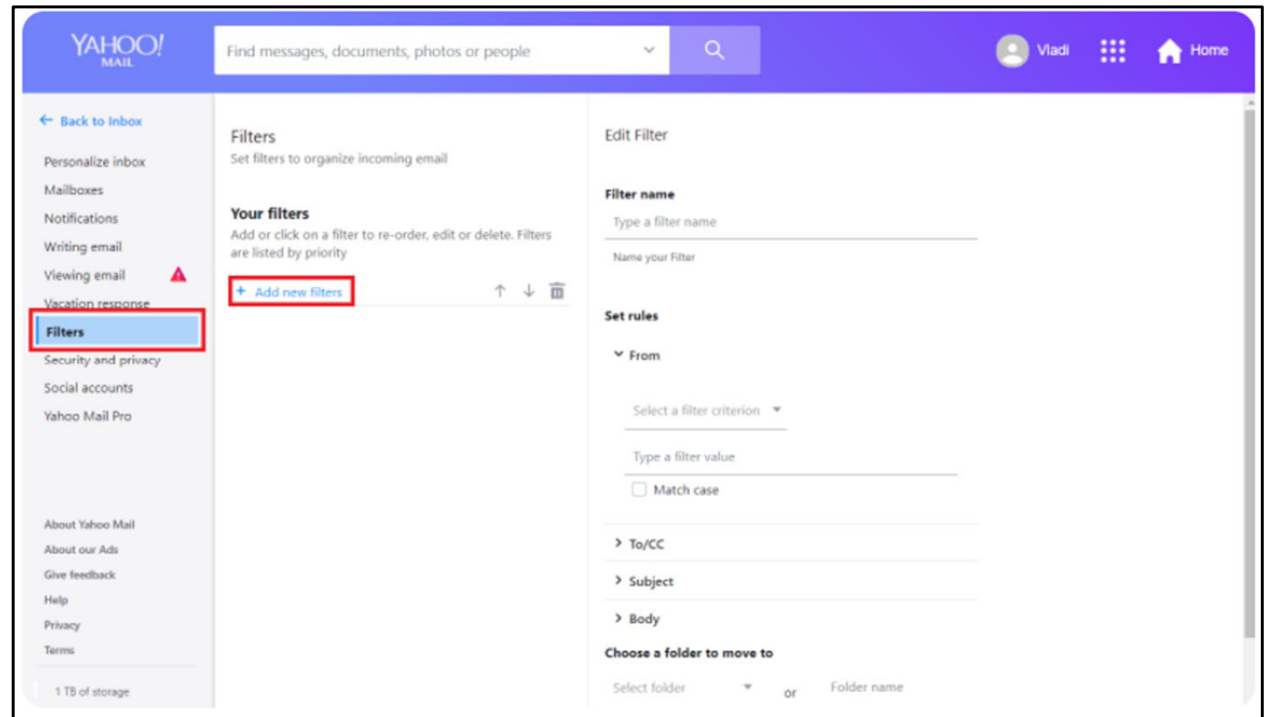
<https://outlook.live.com/mail/0/options/mail/junkEmail>

# HOW to Whitelist & Block Email - Outlook



# HOW to Whitelist Email – Yahoo Mail

1. If you have already received at least one message from the address in question, all you have to do is highlight that message in the Bulk folder and mark it as Not Spam.
2. Navigate to "Settings" icon, then click "More Settings" from the Yahoo Mail menu.
3. Select "Filters" and hit "Add" to enter information about the domain name or sender.
4. From here, you can enter any string of text you want to whitelist in future emails. This could be anything from an email address or domain name to something you expect to be in the body of the message.



# HOW to Whitelist Email – Yahoo Mail

**YAHOO! MAIL** Find messages, documents, photos or people Vladi Home

[← Back to Inbox](#)

- Personalize inbox
- Mailboxes
- Notifications
- Writing email
- Viewing email
- Vacation response
- Filters**
- Security and privacy
- Social accounts
- Yahoo Mail Pro

About Yahoo Mail  
About our Ads  
Give feedback  
Help  
Privacy  
Terms

1 TB of storage

### Filters

Set filters to organize incoming email

#### Your filters

Add or click on a filter to re-order, edit or delete. Filters are listed by priority

[+ Add new filters](#)

#### Edit Filter

**Filter name**

Type a filter name

Name your Filter

**Set rules**

▼ From

Select a filter criterion ▼

Type a filter value

☐ Match case

> To/CC

> Subject

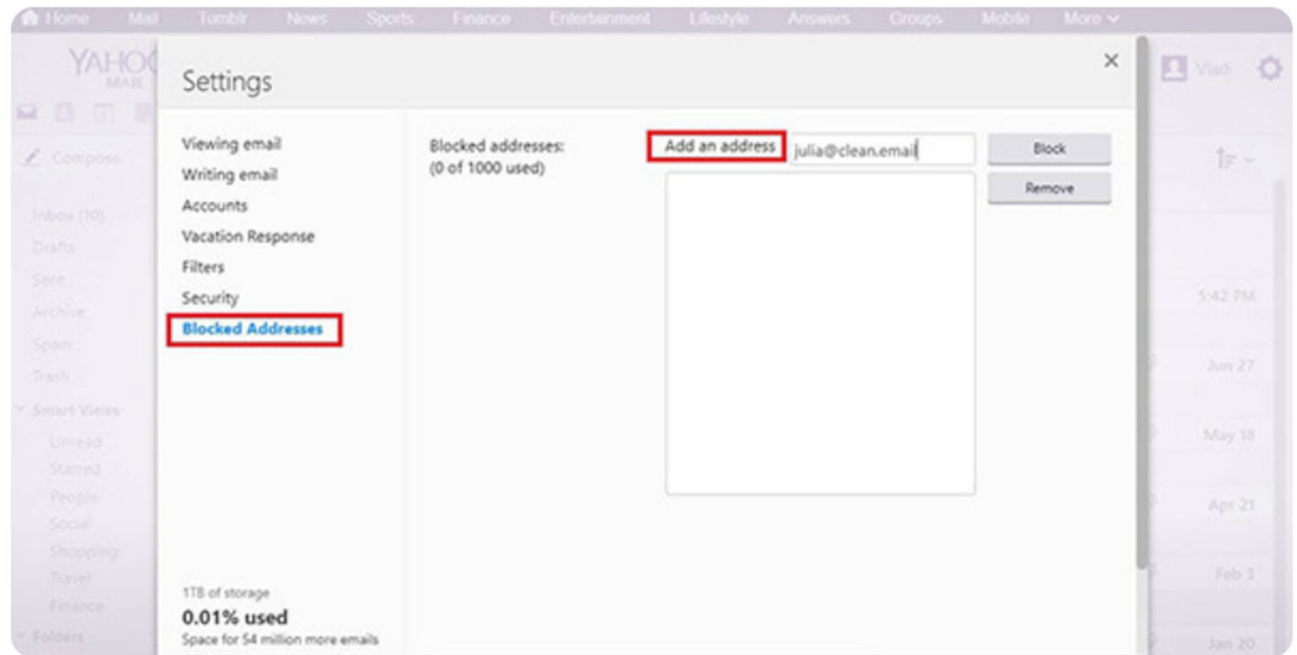
> Body

**Choose a folder to move to**

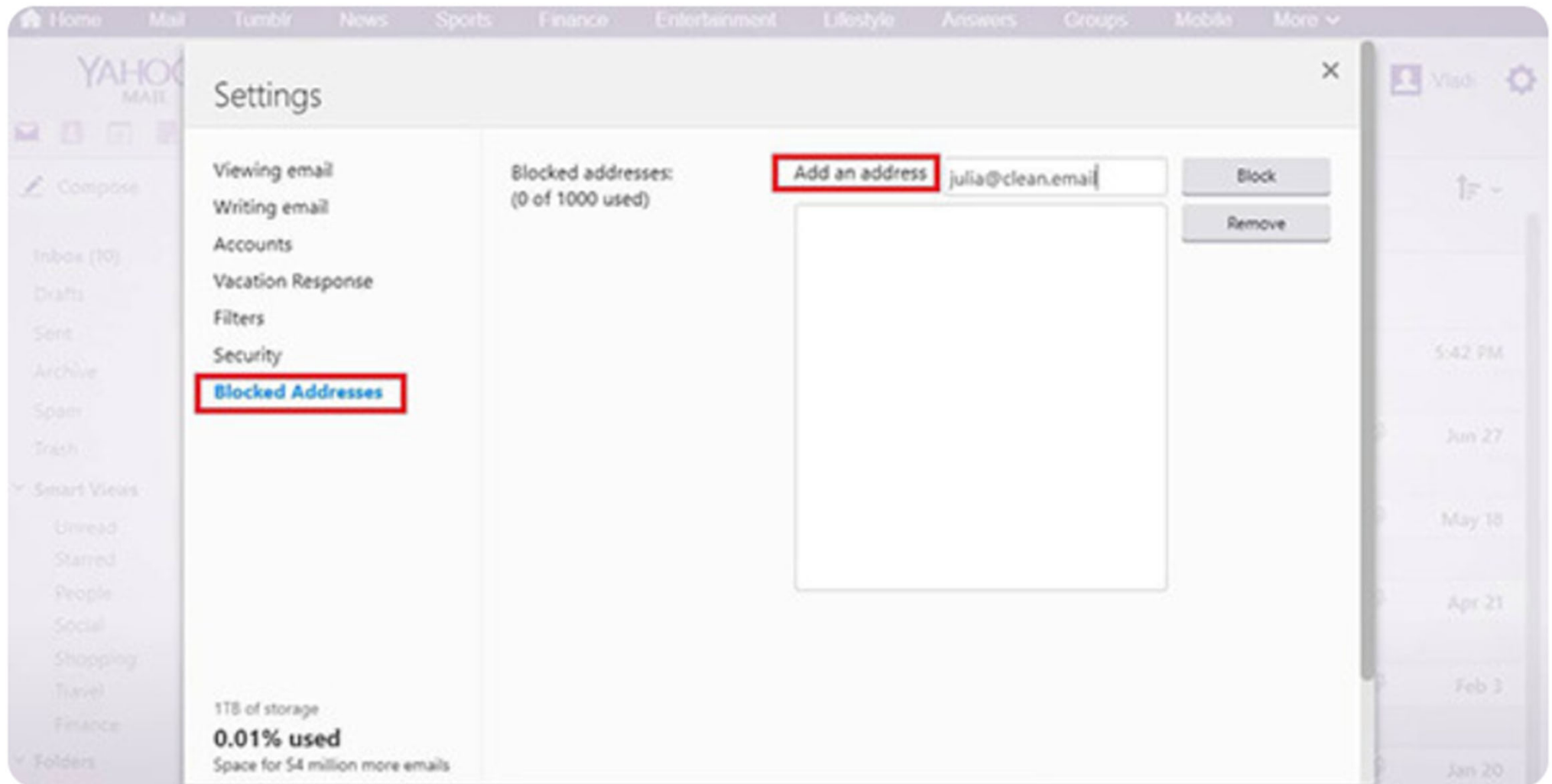
Select folder ▼ or Folder name

# HOW to Block Email – Yahoo Mail

1. Login to your Yahoo Mail using an internet browser.
2. Hover the mouse cursor over the settings icon and select the Settings option from the pop-up menu.
3. Navigate to the Blocked Addresses category.
4. Under Add an address, type the email address you would like to block.
5. Click on the Block button.
6. Finally, click on the Save button.



# HOW to Block Email – Yahoo Mail



# HOW to Whitelist & Block Emails - AOL

- Many people looking for email whitelisting instructions for AOL are confused by the fact that AOL doesn't have a traditional email whitelist.
- Instead, it considers all mail addresses a user has in his or her address book to be trustworthy. This means that the contact list in AOL essentially serves the same purpose as Gmail whitelist and Outlook whitelist.

## **Whitelisting Steps**

1. Log in to your AOL account.
2. Open Contacts from the left navigation pane.
3. Click the New Contact icon and enter the required information.
4. Click the Add Contact button located at the bottom.

## **Blocking Steps**

1. Log in to your AOL Mail account.
2. Click on your username and select Options.
3. Go to Mail Settings and click on the Spam Settings tab.
4. There, enter the username or address you want to be blocked.
5. Click the Plus icon.
6. Click Save Settings.



# HOW to Whitelist & Block Email – COX

- Cox.net email used to provide users with some level of blocking of up to 250 email addresses and used Filter Rules to emulate whitelisting of email domains.
- It appears they have removed those tools in their current email platform.
- COX's email filtering varies from which email server farm is hosting – this results in inconsistency in applying filtering.
- Recommendation: Choose Another Email Host.

You Can't!

COX