

## Adding to Whitelist or Safe Sender List

How to add our company's emails to a whitelist or safe sender list to help ensure that lead emails don't end up in the spam folder

### General Steps

1. **Find the Spam/Junk Folder:** Check your spam or junk folder to locate the email.
2. **Mark as Not Spam:** If you find an email from our company in the spam folder, mark it as "Not Spam" or "Not Junk".

### Gmail

1. **Open Gmail:** Go to [Gmail](#).
2. **Find an Email from Us:** Locate an email from our company.
3. **Mark as Not Spam:**
  - Open the email.
  - Click on the "Not Spam" button at the top.
4. **Add to Contacts:**
  - Click on the three dots in the top-right corner of the email.
  - Select "Add {Your Email Address} to Contacts list".

### Outlook (Office 365)

1. **Open Outlook:** Go to Outlook.
2. **Find an Email from Us:** Locate an email from our company.
3. **Mark as Not Junk:**
  - Right-click on the email.
  - Select "Mark as not junk".
4. **Add to Safe Senders:**
  - Click on the gear icon in the top right and select "View all Outlook settings".
  - Go to "Mail" > "Junk email".
  - Under "Safe senders and domains", click "Add".
  - Enter your email address and click "Save".

### Yahoo Mail

1. **Open Yahoo Mail:** Go to [Yahoo Mail](#).
2. **Find an Email from Us:** Locate an email from our company.
3. **Mark as Not Spam:**

- Open the email.
- Click the "Not Spam" button at the top.
- 4. **Add to Contacts:**
  - Open the email.
  - Click on the three dots in the top-right corner of the email.
  - Select "Add Sender to Contacts".

### Apple Mail (iCloud)

1. **Open iCloud Mail:** Go to [iCloud](#).
2. **Find an Email from Us:** Locate an email from our company.
3. **Mark as Not Junk:**
  - Open the email.
  - Click the "Not Junk" button at the top.
4. **Add to Contacts:**
  - Open the email.
  - Click on the sender's email address.
  - Select "Add to Contacts".

### Additional Tips

- **Check Spam Filters:** Check your email settings for any custom spam filters that might be redirecting our emails.
- **Regular Check:** Regularly check your spam/junk folder to ensure no important emails are missed.
- **Contact IT Support:** If you are using a corporate email system, contact your IT support to whitelist our email domain.

If you have any questions, please contact our customer service team at (877) 920-5442 and [marketplacecs@traderinteractive.com](mailto:marketplacecs@traderinteractive.com).