

HOW TO WHITELIST ECFIBER-SUPPORT@ECFIBER.NET

***Find your email provider below and follow the instructions to list ECFiber as a trusted contact.**

Gmail

1. Log into your account and open up the email in your inbox
2. Hover over the sender's name and a window will pop up
3. Select "Add to Contacts" to save the sender to your Contacts list
4. You can also whitelist in GMail before opening the email. To do so, hover over the sender's name next to the subject line in the inbox
5. Click "More" in the pop-up box
6. Select "Add to senders" to save to your Contacts list

Yahoo!

1. Log into your account, hover over the "Settings" icon and click "Settings"
2. In the "Settings" tab, select "Filters" from the left menu and click the button to "Add" a filter
3. Type a name for your filter in the "Filter name" field. Select "contains" in the "sender" drop-down menu
4. Type the sender's email address in the "sender" text field
5. In the "Move to Folder" drop-down menu, select "Inbox"
6. Click the "Save" button in the top bar to save the filter

Hotmail

1. In the upper right hand corner of your account, click on the "Settings" icon
2. From here, click on the option for "Options"
3. While in this section, click on the option for "Safe and blocked senders"
4. Click on "Safe senders"
5. Enter in the sender's email address and click the button to "Add to list"

AOL

1. In the upper right hand corner of your account, click on "Options"
2. From there, click "Mail Settings"
3. On the "Settings" page, click "Spam Settings"
4. From there, choose "Allow mail only from addresses I specify" on the drop-down menu
5. Enter in the sender's email address
6. Click the plus button, and click save to save your changes

Outlook

1. Right-click on the message in your inbox
2. Select "Junk E-mail" from the menu
3. Then, click "Add Sender to Safe Senders List"

Verizon

1. Open your email
2. Click "Options"
3. Click "Block Senders"
4. Locate the "Safe List"
5. Enter your contact's domain
6. Click "OK"

Comcast

1. Click "Address Book"
2. Click "New" and click "New Contact"
3. Add the sender's email address
4. Click "Save"

AT&T WebMail

1. Select "Options"
2. Select "Filters"
3. Click "Add Filter"
4. In the top row labeled From Header, select "contains" from the drop down menu
5. Enter the sender's email address
6. Move down to the bottom where there is the option "Move the message to". Select "Inbox" from the drop down menu

7. Select the “Add Filter” button again

Windstream

1. Click the “Settings” tab
2. Click “Messages”
3. Click “Allow and Block Messages”
4. Select “Advanced Block Senders”
5. In the “Allowed Senders and Domains” area, type the sender’s email address you want to allow
6. Click “OK”

MSN

1. Select “Settings”.
2. From the email settings screen, select “Junk E-mail Guard”
3. Select “Safe List”
4. Enter the sender’s email address
5. Select “Add”

McAfee

1. Click the “Allow/Deny” menu option in the Control Console
2. Enter the sender’s email address in the “Add Entrys” field in the “Allow List”
3. Click “Save”