

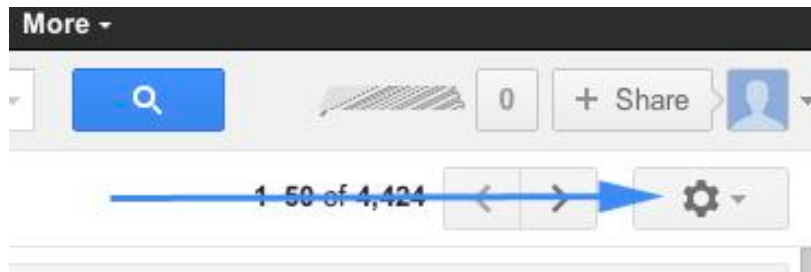
## Creating a Whitelist for USC.EDU Domain

Often times, spam filters will misclassify a good email as spam. If the spam filter allows you to tweak the settings, the more aggressive the settings; the more good emails will be misclassified. Less aggressive settings will mean more spam gets through to your inbox. You also may not have control over the spam settings. All spam filters, however, allow you to set up a whitelist. A whitelist is a list of email addresses or an entire email domain that you specify as not spam. An email domain is anything after the “@” sign. For example: [engrhelp@usc.edu](mailto:engrhelp@usc.edu) would be the email address. The domain is “usc.edu.”

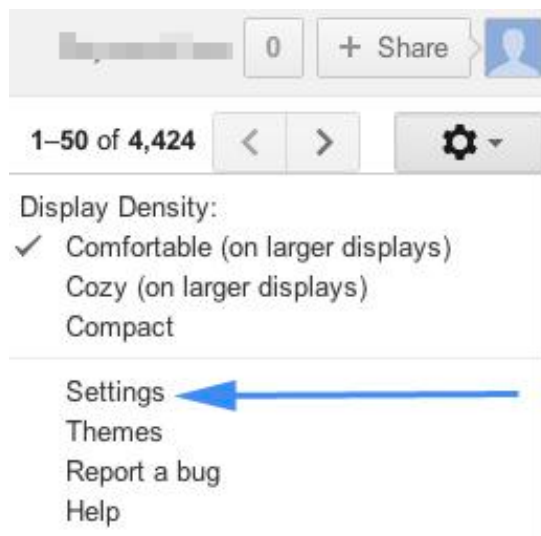
The following is a list of some commonly used email clients and how to create a whitelist for the USC.EDU domain on each. If you would like to see your email client included on this list, please send a request to [engrhelp@usc.edu](mailto:engrhelp@usc.edu).

### GMAIL

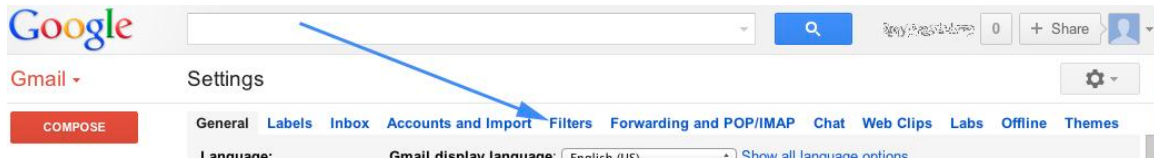
1) On the top right, click on the Settings icon.



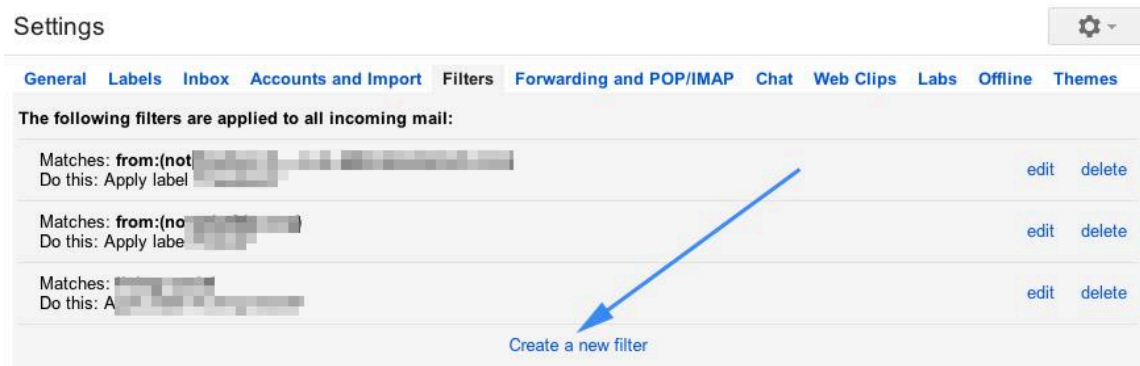
2) In the pull-down menu, click on “Settings.”



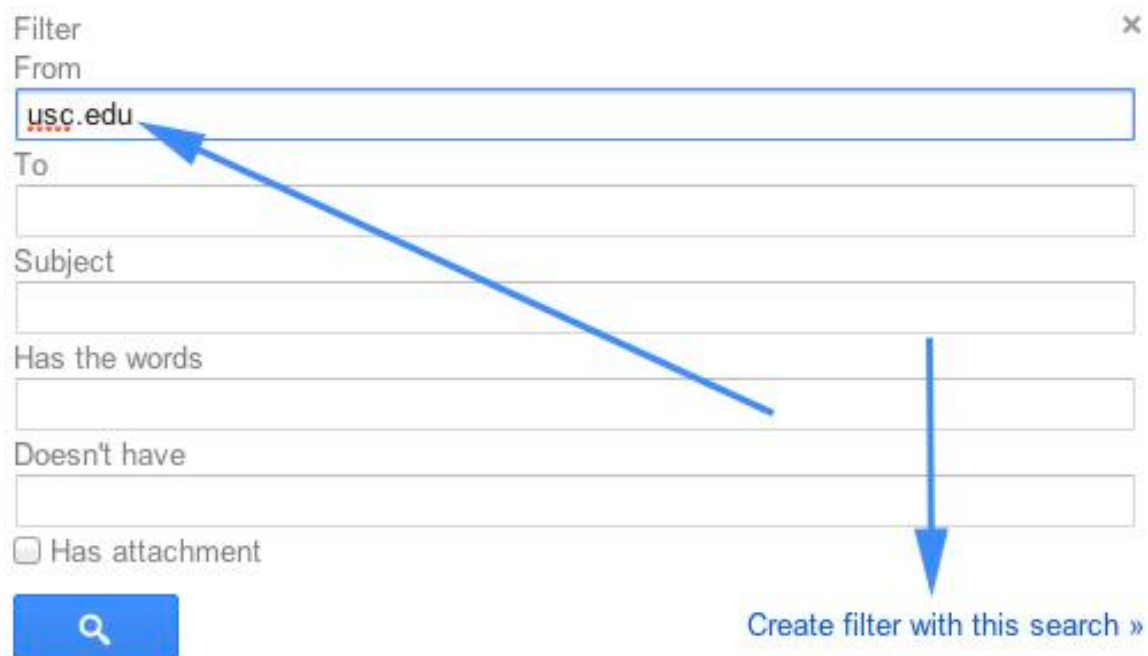
3) Please select “Filters” tab on the Settings section.



4) On the Filters tab, select “Create a new filter.”



5) In the filter window, type in *usc.edu* in the From category. Next click on “Create filter with this search.”



6) Now select "Never send it to Spam."

from:(usc.edu)

[« back to search options](#) ✕

When a message arrives that matches this search:

- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label. Choose label... ▾
- Forward it [add forwarding address](#)
- Delete it
- Never send it to Spam**
- Always mark it as important
- Never mark it as important

Create filter  Also apply filter to **25** matching conversations.

[Learn more](#)

Note: filter will not be applied to old conversations in Spam or Trash

7) Your whitelist is now complete. You should now see your new filter.

Settings ⚙️

[General](#) [Labels](#) [Inbox](#) [Accounts and Import](#) [Filters](#) [Forwarding and POP/IMAP](#) [Chat](#) [Web Clips](#) [Labs](#) [Offline](#) [Themes](#)

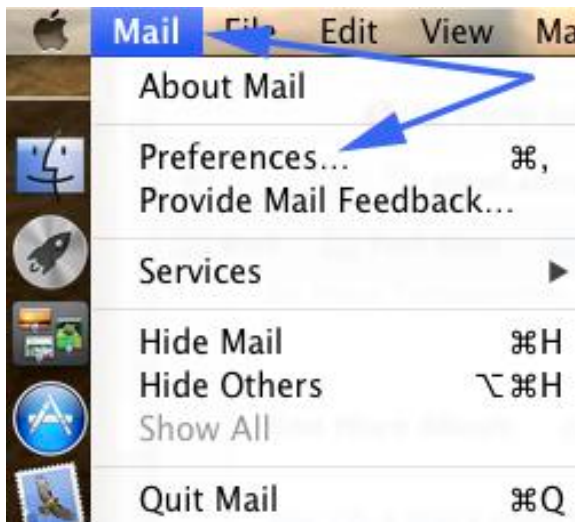
The following filters are applied to all incoming mail:

Matches: [redacted] Do this: A [redacted]	<a href="#">edit</a> <a href="#">delete</a>
Matches: [redacted] Do this: A [redacted]	<a href="#">edit</a> <a href="#">delete</a>
Matches: [redacted] Do this: A [redacted]	<a href="#">edit</a> <a href="#">delete</a>
Matches: <b>from:(usc.edu)</b> Do this: <b>Never send it to Spam</b>	<a href="#">edit</a> <a href="#">delete</a>

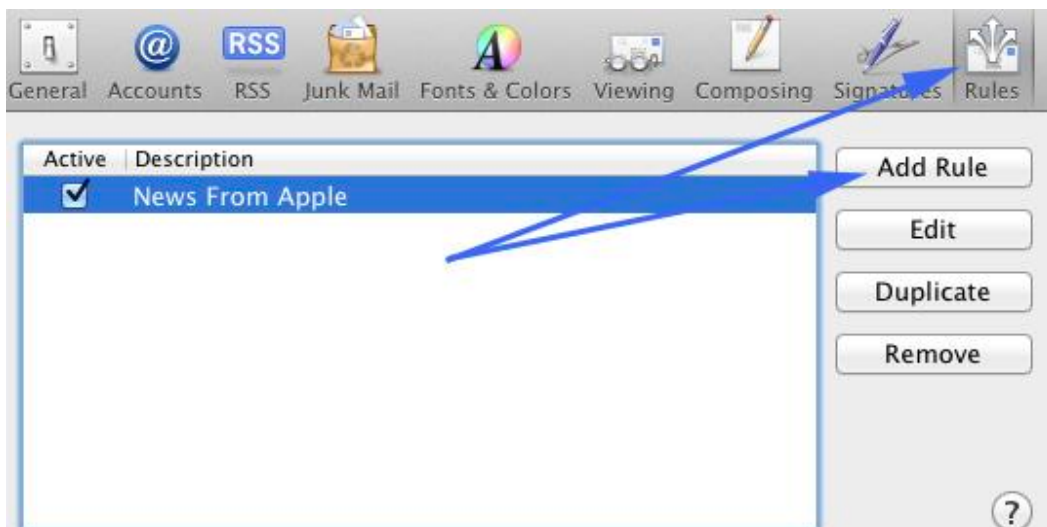
[Create a new filter](#)

**Mac Mail**

1) Open Mail. On the top left, go to “Mail” and then click “Preferences.”

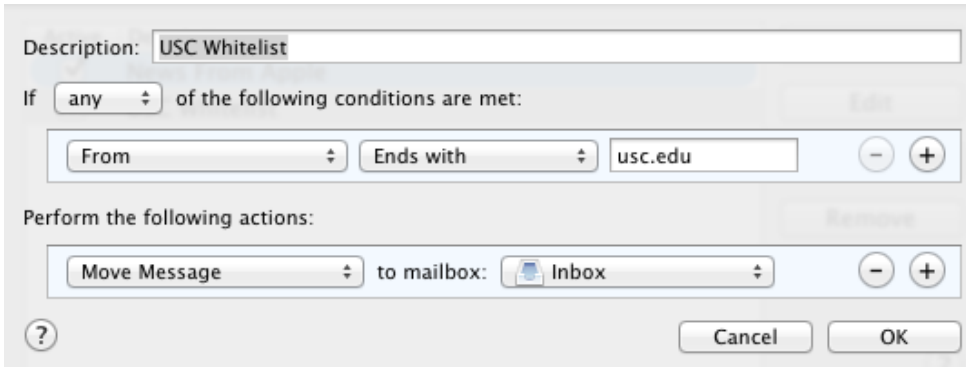


2) In the Preferences window, select the “Rules” tab and then click on “Add Rule.”



3) In the “Rules” box, please enter a Description of your choice (for example: “USC Whitelist”). Enter the following for the “If any of the following conditions are met” section – From; Ends with; then type “usc.edu”

After that, enter the following for the “Perform the following actions” section: Move Message; then select “Inbox” for to mailbox.



Description: USC Whitelist

If any of the following conditions are met:

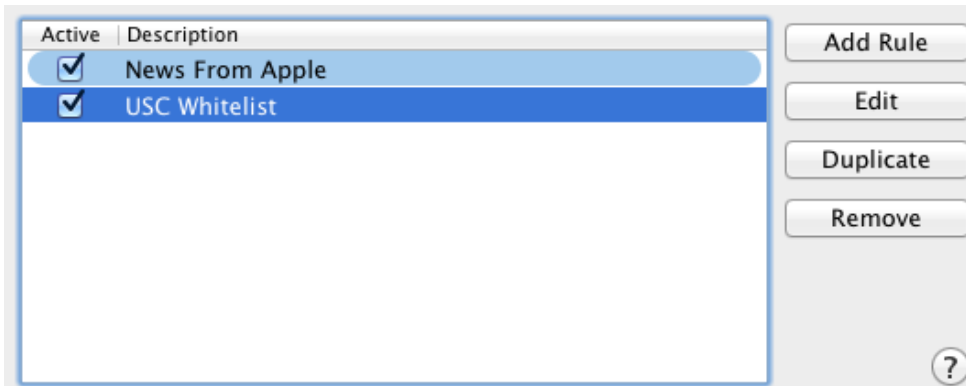
From Ends with usc.edu

Perform the following actions:

Move Message to mailbox: Inbox

Cancel OK

4) Your Whitelist is now complete for your Mac Mail.



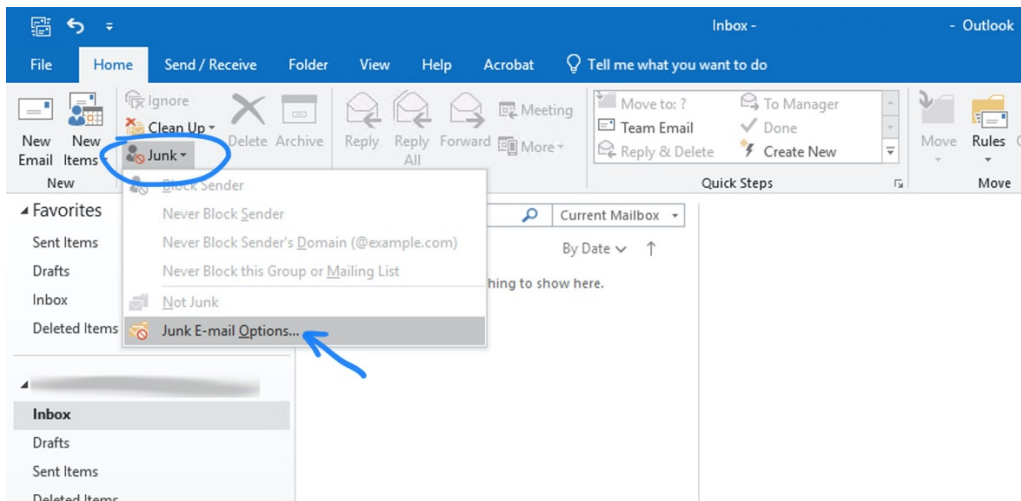
Active	Description
<input checked="" type="checkbox"/>	News From Apple
<input checked="" type="checkbox"/>	USC Whitelist

Add Rule  
Edit  
Duplicate  
Remove

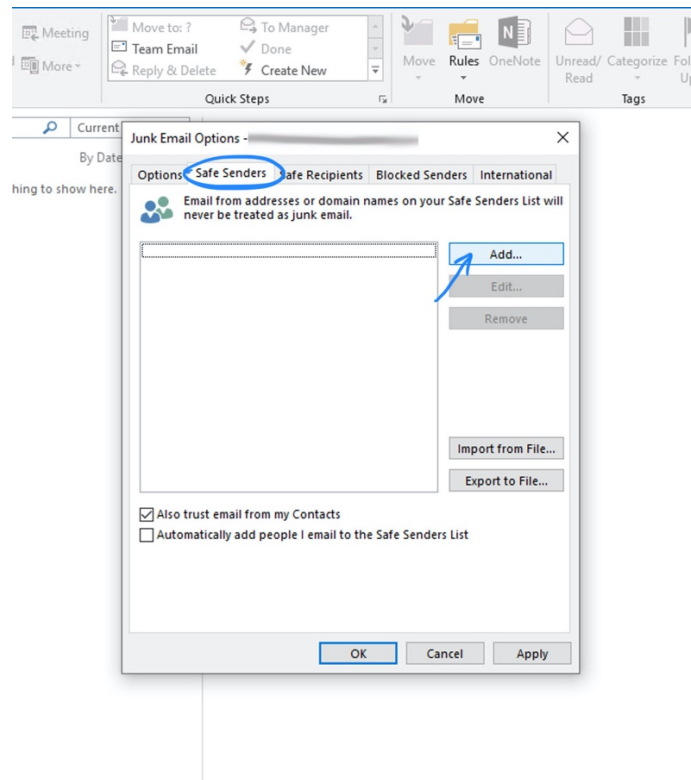
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## Outlook 2019

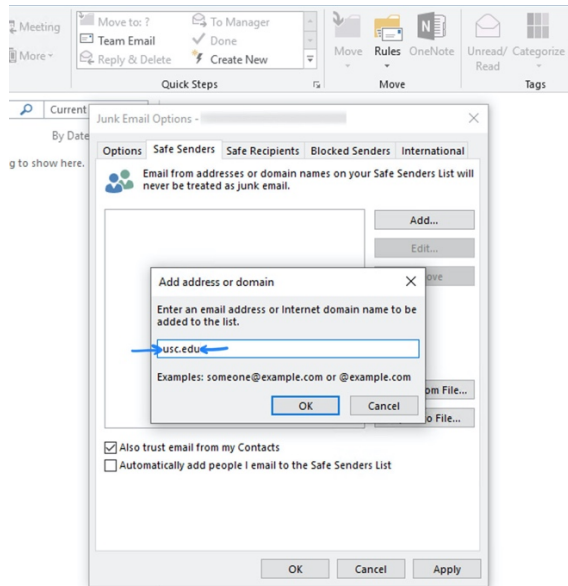
1) In the Home tab, click “Junk” and go to Junk E-mail Options.



2) In the Junk E-mail Options, click on the Safe Senders tab and then click “Add...”



3) Enter *USC.EDU* in the “Add address or domain” box and any email with the domain will be whitelisted. Then click OK.



4) The USC.EDU domain is now on your list. Click Apply to keep this change and then click OK.

