Whitelist or Blacklist an e-mail address

Whitelist / Blacklist an e-mail address

Our system automatically whitelists e-mail addresses that you communicate with, for your entire domain. For example, within your domain hosted with us, you have two users: joe@domain.com and amy@domain.com. If joe e-mails mary@hotmail.com , mary@hotmail.com will become whitelisted for both joe and amy. If mary@hotmail.com decides to write to amy@domain.com or joe@domain.com, her e-mail will get through without being filtered. For more details on this, please see our page about whitelist / blacklist on domain level.

You can also manually add an e-mail address to the whitelist or blacklist, as described below. Notice that the best way to add whitelist records is using the Spam reports, as it automatically delivers the e-mail and adds sender to your whitelist. Our system uses the Sender instead of the From in the e-mail header, both for blacklist and whitelist, which is automatically done if you authorize e-mails through spam reports. If you enter an e-mail address manually to your black or whitelist and notice it doesn't work, check the e-mail header and look for the **X-EmailArray-EnvFrom:** field, which should be used. Yet another possibility is that the sender might change each time you receive a certain e-mail. In this case, you can use Rules to delete undesired messages, based on part of the From header address or subject.

Add an e-mail address to the whitelist

- Go to https://cp.emailarray.com
- Log in using your full e-mail address (user@domain.com) and current password.
- Pass your mouse over the **Filtering** menu and choose Blacklist
- Make sure you have the correct domain selected in the pull down menu on the left side
- Click on the **New Whitelist** button
- In the text field next to **Address**, enter the e-mail address you wish to whitelist
- Select whether you still wish to check for viruses (Recommended!)
- Click on the **Add Whitelist** button

Add an e-mail address to the blacklist

- Go to https://cp.emailarray.com
- Log in using your full e-mail address (user@domain.com) and current password.
- Pass you mouse over the **Filtering** menu and choose Blacklist
- Make sure you have the correct domain selected in the pull down menu on the left side

- Click on the **New Blacklist** button
- In the text field next to **Address**, enter the e-mail address you wish to blacklist
- Click on the **Add Blacklist** button

Remove an e-mail address from the whitelist or blacklist

- Go to https://cp.emailarray.com
- Log in using your full e-mail address (user@domain.com) and current password.
- Pass you mouse over the **Filtering** menu and choose either **Blacklist** or **Whitelist**
- Make sure you have the correct domain selected in the pull down menu on the left side
- Click on "**-**" icon (minus sign) next to the e-mail address you wish to remove

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