

[To adjust the settings on your server domain:](#)

SPF

Sender Policy Framework (SPF) is an email authentication standard developed by AOL that compares the email sender's actual IP address to a list of IP addresses authorized to send mail from that domain. The IP list is published in the domain's DNS record.

SPF uses the domain value in the Return-Path header for the DNS lookup to determine the permitted senders for the domain.

If you have a SPF record set for your root domain (i.e. yourdomain.com), you must add

```
include:sendgrid.net
```

before the all mechanism of this record. If you do not have an SPF record for your domain you must create a TXT record with the value:

```
v=spf1 include:sendgrid.net ~all
```

Do not create more than one SPF1 record for a given domain. If you need more than one SPF record, you will want to merge the additional SPF records into a single SPF record. (You cannot have more than 10 DNS lookups in your SPF record.)

Already have an SPF record for your domain?

No problem.

You simply need to add the SendGrid include mechanism lookup

into your existing record.

For example, if your record looks like this:

```
v=spf1 a mx include:_spf.google.com include:spf.protection.outlook.com  
~all
```

You would just need to add our lookup at the end of the string, before the

```
~all
```

mechanism, like so:

```
v=spf1 a mx include:_spf.google.com include:spf.protection.outlook.com  
include: sendgrid.net
```

[Information to send clients about Whitelisting your e-mail address so that it does not end up in their Spam folder:](#)

How to whitelist an email address with Gmail, Outlook.com or Yahoo! Mail

Why you are not receiving the emails

Services like Gmail, Outlook.com and Yahoo! Mail block email to protect you from unwanted or malicious email such as phishing, scams, and spam. In this case, they are mistaking email that you want for email that you don't want.

If you ask your email provider to unblock or whitelist an email address, email from that address will be more likely to get through. Here is an explanation of how to do that for Gmail, Outlook.com or Yahoo! Mail

How to whitelist an email address with Gmail

Sign in to your account at Gmail.com and do the following:

Add the address to your contacts

Add the email address that is sending you email (eg `support@onlinegroups.net`) to your Gmail Contacts, Google will usually deliver email from addresses that are in your Contacts

Mark messages as 'Not spam'

If Gmail has marked emails you wish to whitelist as spam, tell Gmail the emails are not spam.

1. In Gmail, navigate to the spam folder
2. Search for emails containing the domain you wish to whitelist (eg `onlinegroups.net`).
3. Select all the emails shown.
4. Click **More** and then **Not spam**

Create a filter for the address

Create a filter to tell Google to whitelist email from a domain or online group.

1. Click the cog icon in the top-right corner, and then **Settings**

2. Click on **Filters** and then **Create a new filter**
3. *Either*
 - a. enter the *domain* of the email you want to whitelist in the **From** field
 - b. *or*
 - c. enter the *email address* of the online group you want to whitelist in the **To** field
4. Click **Create filter with this search**
5. In the box headed **When a message arrives that matches this search** select **Never send it to spam**
6. Click the **Create filter** button

Tips:

- Do not enter email addresses in both the **From** and **To** fields as Gmail will only filter in emails that meet both criteria
- In both the **From** and **To** fields, you can enter either a specific email address or an entire domain
- To enter multiple domains in each field separate them with **OR** as in “onlinegroups.net **OR** groups.yahoo.com”

How to whitelist an email address with Outlook.com

For Outlook.com, Windows Live Mail, Hotmail and MSN Mail, sign in to your account at Outlook.com and do the following.

Add the address to your contacts

Add the *email address* that is sending you email (e.g. `support@onlinegroups.net`) to your Outlook.com Contacts. Outlook.com will usually deliver email from addresses that are

in your Contacts.

Add the address to your safe senders

1. Click the cog icon in the top-right corner and then **More mail settings**
2. Select **Safe and blocked senders** and then **Safe senders**
3. Add the *domain* of the email you want to the whitelist to the list of **Safe senders**
4. Return to **Safe and blocked senders** and then select **Safe mailing lists**
5. Add the *email address* of the online group you want to whitelist to the list of **Safe mailing lists**

Tips:

- In both the **Safe senders** and **Safe mailing lists**, you can enter either a specific email address or an entire domain
- In both the **Safe senders** and **Safe mailing lists**, you can enter multiple domains or email addresses

How to whitelist an email address with Yahoo! Mail

Sign in to your account at Yahoo! Mail and do the following.

Add the address to your contacts

Add the *email address* that is sending you email (eg `support@onlinegroups.net`) to your Yahoo! Mail Contacts. Yahoo! Will usually deliver email from addresses that are in your Contacts.

Create a filter for the address

1. Mouse over the **Settings** menu icon and select **Settings**
2. Click **Filters** and then **Add**
3. Enter a **Filter Name**
4. *Either*
 - a. enter the *domain* of the email you want to whitelist in the **Sender** field
5. *or*
 - a. enter the *email address* of the online group you want to whitelist in the **Recipient** field
6. Select **Inbox** as the folder to deliver the email to
7. Click **Save** and then click **Save** again

Tips:

- Do not enter email addresses in both the **Sender** and **Recipient** fields as Yahoo! Mail will only filter in emails that meet both criteria
- In both the **Sender** and **Recipient** fields, you can enter either a specific email address or an entire domain
- Create a new filter for each domain or email address you want to whitelist