Creating a whitelist for USC.EDU domain

Oftentimes, 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 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 in this list, please send a request to 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 screen

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)

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 white list is now complete. You should now see your new filter.
Outlook 2011

1) On the top bar click on “Tools”

2) In the pull down menu select “Junk E-mail protection”

3) In the Junk E-mail Protection tab please select “Safe Domains” and enter usc.edu in the space provided. Click ok and your white list is ready to use.
Outlook 2010

1) Open outlook. Click on the “Home” Tab

2) Under the “Delete” Group please click on “Junk” and then select “Junk E-mail Options...”
3) In the options window please select the “Safe Sender” Tab and click on “Add”

4) In the next window that pops up please enter usc.edu and click ok
5) You should now see @usc.edu in your Safe Sender list. Please Click apply and outlook is ready to use.
Mac Mail

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

![Image showing Mail Preferences]

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

![Image showing Add Rule option in Preferences]

News From Apple
3) In the rules box please enter a Description of your choice.
   - Make sure the rules are: From Ends with. Enter usc.edu after Ends with.
   - Make sure the rules are: Move Message to mailbox: Inbox.

4) Your whitelist is now complete.