



EMAIL WHITELISTING INSTRUCTIONS

Whitelisting tells your email client/ISP (Gmail, Yahoo, Outlook, etc.) that mail from **symplr.com** is not spam. To do this, you need to add us to your whitelist.

Whitelisting a specific email address varies slightly depending on which email provider you use. Instructions for the most popular email providers are below. We recommend you whitelist our most commonly used addresses: support@symplr.com, noreply@symplr.com, and communications@symplr.com.

All Email Clients

First, take a moment to mark any emails that have accidentally ended up in your spam folder as **Not Spam** or **Not Junk**. This helps your email program add the sender to the whitelist.

Microsoft Outlook

1. On the Home tab (in the Delete group), click **Junk**
2. Click **Junk E-Mail Options**
3. On the Safe Senders tab, click **Add**
4. Add @symplr.com under Add address or domain - if a full email address is required, please add support@symplr.com, noreply@symplr.com, and communications@symplr.com.
5. Click **OK**, then **Apply**, then **OK** again.

Gmail

1. Open an email from @symplr.com
2. **Click on the vertical ellipses** next to the Reply button
3. Select **Add to Contacts List**

Yahoo! Mail

Part I

1. If you find email from symplr.com in your Yahoo! bulk folder, open the email and click **Not Spam**
2. If you find mail from symplr.com in your Blocked Addresses list, select the email and click **Remove Block**

Part II

1. Open Yahoo! Mail and click on **Mail Options** in the upper right- or left-hand corner
2. Select **Filters** in the bottom left corner
3. On the Filters page, click **Add**
4. Select the **From header** rule, then add contains and symplr.com to match all mail from symplr.com
5. Click the **Choose Folder** pull down menu and select Inbox
6. Pick the **Add Filter** button