

## WHITELISTING VS BLACKLISTING



**The CPD Standards Office** is a unique organisation and was founded with the vision of understanding and enabling positive and successful CPD and learning experiences. As a highly specialised expert team, our university led research has equipped us with extensive expertise on all things CPD.

Between the work of the Professional Development Consortium and the CPD Standards Office dual CPD research and accreditation activities sharpen our knowledge and expertise. This enables us to work with individual coaches, training providers, employers, and ‘membership organisation’s as a collaborative CPD network & community.

This factsheet provides information on whitelisting and blacklisting emails etc. and how to make sure you receive all of all CPDSO updates.

## Whitelisting vs Blacklisting

As a member of the CPDSO community, we email you regularly with updates, advise and news.

To make sure you don’t miss our communication, please follow the steps below - dependent on your email client, to ensure that your CPDSO emails are whitelisted and not blacklisted.



### What is Whitelisting?

Whitelisting is a list of acceptable entities, including email addresses, software, users, devices, etc, that are allowed access to a system and blocks/denies everything else. It is based on a “zero trust” principle which denies all and allows only what is necessary such as filtering spam and unapproved contacts. Whitelisting can be beneficial for emails as you may not receive important messages.

### What is Blacklisting?

Blacklisting is a list of unapproved emails and domains that are known as “suspicious” that shouldn’t be allowed access into a system or network. Mainly used to block software viruses, but can include users, IP addresses, emails, processes and things known to be a treat. You identify everything based on what you don’t want and block it from accessing. This allows free flow to everything else.

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So, you don't miss our useful and important emails, here is how to whitelist a CPDSO important email on various programs -



#### AOL Mail

1. Click Contacts in the right toolbar.
2. Click Add Contact.
3. Enter [wlemail] and additional information if you wish.
4. Click Add Contact button in the popup to finish.



#### Comcast

1. Click Preferences from the menu.
2. Click Restrict Incoming Email.
3. Click Yes to Enable Email Controls.
4. Click Allow email from addresses listed below.
5. Enter [wlemail] you want to whitelist.
6. Click Add.
7. Click Update to finish.



#### Earthlink

1. Click Address Book.
2. Click Add Contact.
4. Save WhatCounts as a contact.
5. Click save.



#### Gmail

1. Open an email from the sender that you want to whitelist.
2. Click on the little down-pointing-triangle-arrow next to "reply."
3. Click Add [wlemail] to contacts list to finish.



#### Apple Mail

1. Click [wlemail] in the header of the message you're viewing.
2. Click Add to finish.



#### NetZero

1. Click the Address Book tab on the top menu bar.
2. Click Contacts.
3. Click Add Contact.
4. Enter [wlemail] and additional information if you wish.
5. Click Save to finish.



### Yahoo! Mail

1. Open the email message from the sender you want to add to your address book.
2. Click Add to contacts next to [wlemail].
3. On the Add Contact popup, add additional information if needed.
4. Click Save to finish.



### Windows Live Hotmail

1. Open an email from the sender that you want to whitelist.
2. Click Add to contacts next to [wlemail] to finish.



### Microsoft Outlook 2003

1. Open the email message from the sender you want to add to your address book.
2. Right-click Click here to download images in the grey bar at the top of the message.
3. Click Add Sender to Senders Safe List to finish.



### Outlook 2007

1. Right-click on the email you received (in the list of emails).
2. Click Junk E-mail.
3. Click Add Sender to Safe Senders List to finish.



### Outlook 2010

1. Click the Home tab.
2. Click Junk.
3. Click Junk E-mail Options.
4. Click Safe Senders.
5. Click Add.
6. Enter [wlemail] and additional information if you wish.
7. Click OK to finish.



### Mac Mail

1. Click Address Book.
2. Click File.
3. Click New Card.
4. Enter [wlemail] and additional information if you wish. .
5. Click Edit to finish



#### Mozilla Thunderbird for PC

1. Click Address Book.
2. Make sure Personal Address Book is highlighted.
3. Click New Card. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under Contact, enter [wlemail] and additional information if you wish.
5. Click OK to finish.

#### Mozilla Thunderbird for Mac

1. Click Address Book.
2. Make sure Personal Address Book is highlighted.
3. Click New Card. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under Contact, enter [wlemail] and additional information if you wish.
5. Click OK to finish



iOS devices - iPad, iPhone, iPod Touch. On any message, tap the sender and add to either to a new or existing contact.

We hope you have found this factsheet helpful.

Please see [www.cpdstandards.com](http://www.cpdstandards.com) for more information on our accreditation services or call **0203 745 6463** for further advice.