What is a white-list?

A white-list (or whitelist) is a list of email addresses or domain names from which an email blocking program will allow messages to be received.

Why is this important?

Unsolicited, unwanted advertising email, commonly known as "spam", has become a big problem. It's reached such proportions that most email services and Internet Service Providers (ISPs) have put some sort of blocking or filtering system in place or begun relying on self-proclaimed blacklists to tell the good guys from the bad.

Why they are there to protect you from spam, this does not mean they are fool proof. Everyone agrees that the current systems for stopping spam are far from a perfect solution. They often block email that you've requested, but that fits somebody's idea of what spam looks like. The more responsible anti-spam activists are working hard to cut down on these "false positives", but in the mean time, you might unexpectedly find you're not getting ACTHA emails.

As it happens, there's something you can do to keep your ACTHA emails from falling into the false positive trap.

You can fight the blacklists with a "white-list". White-list us now, before your delivery is interrupted.

Of course, every email system is different. Below are instructions for some of the more popular ones. If yours isn't here, please contact your ISP's customer service folks for their instructions. (Forward the answer to us, and we will add it!) If you're using some sort of spam filtering or blocking software yourself (in addition to what your ISP provides), we've also listed instructions on how to exempt your ACTHA emails from some of the more popular of those programs.

To find instructions for your email provider or software, scroll down or click on the handy menu below.

One thing you can do no matter what email system you're using is add the address in the "From" line of your most recent ACTHA emails to your address book. And if you never received an ACTHA email, please write to us at that email address and we'll manually add you to the database.

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  AOL
  For AOL version 9.0: you can ensure that your ACTHA emails are delivered to your Inbox by adding our sending address to your "People I Know" list.
  • Open your latest ACTHA email.
  • Click the Add Address button (over on the right) to add ACTHA emails to your "People I Know" list.
  Alternatively, you can just send an email to ACTHA emails "From" address, and that will add us to your "People I Know" list automatically.
  • Open your latest ACTHA email.
  • Copy the address in the "From" line.
  • Click the Reply button (it's in the top right corner).
  • A new email window opens with an address pre-filled in the "Send To" box.
  • Replace the address in the Send To box with the one you copied out of the From line.
  • Click Send Now (it's in the top right corner).
  Even if the email you send doesn't get through to us (for whatever reason), the act of sending it does the job of putting ACTHA emails into your "People I Know" list--and that's what counts.
  If you're using an earlier version of AOL, you'll need to set your Mail Controls instead. Here's how:
  • Go to Keyword Mail Controls.
  • Select the screen name we're sending your ACTHA emails to.
  • Click Customize Mail Controls For This Screen Name.
  For AOL version 8.0: Select Allow email from all AOL members, email addresses and domains.
  • Click Next until the Save button shows up at the bottom.
  • Click Save.
  For AOL version 7.0: In the section for "exclusion and inclusion parameters", include this domain: actha.us

  Thank you for white-listing ACTHA emails.

Yahoo

To ensure that your ACTHA emails is delivered to your Yahoo Inbox (not the Bulk Mail folder), you can instruct Yahoo to filter it to your Inbox. Here's how:
 • Open your Yahoo mailbox.
 • Click Mail Options.
 • Click Filters.
 • Next, click Add Filter.
 • In the top row, labeled From header:, make sure contains is selected in the pull-down menu.
 • Click in the text box next to that pull-down menu, then enter the address in the "From" line of your most recent ACTHA emails At the bottom, where it says Move the message t, select Inbox from the pull-down menu.
 • Click the Add Filter button again.

Thank you for white-listing ACTHA emails.

Hotmail

If you're using Hotmail, you can ensure that your ACTHA emails is delivered to your Inbox by adding our "From" address to your Safe List. Here's how:
 • Log on and click the Mail tab to get into your mailbox.
 • Click Options (it's over at the top right, next to Help).
 • Click Junk email Protection.
 • Select Safe List.
 • In the space provided, enter the address in the "From" line of your most recent ACTHA emails.
 • Click Add.
 • When you see the address you entered in the Safe List box, click OK.
 Alternatively, you can add ACTHA emails "From" address to your Contacts list:
 • Open your latest issue of ACTHA emails (or even the welcome letter will do).
 • Click the Save Address button. (It's over to the right in the line of options just above the email.)
 • Click OK.

Thank you for white-listing ACTHA emails.

Comcast

If you are using Comcast as your Internet provider send an email to the following address: blacklist_comcastnet@cable.comcast.com
 Include in the body of the email the following information:
 • Domain: The domain source we're mailing from is: icebase.com, icebase.net, cooleremail.com, cooleremail.net
 • IP Address: Our sending IP address source range is: 64.186.224.195-254 and 69.63.216.130-190

Outlook 2003

If you're using Outlook 2003 for your email, you can make sure your ACTHA emails is delivered to your Inbox by letting Outlook know you consider it safe. There are a few ways you

can do this:
  • Open any ACTHA email, then add the sender or the sender's domain to your Safe List.
  • Find the address in the "From" line of your most recent ACTHA emails and add it to Personal Contacts in your Outlook Address Book.
  • Open any ACTHA email, then select Mark as Not Junk.

Thank you for white-listing ACTHA emails.

  Earthlink
  If you're using Earthlink, you can make sure your ACTHA emails is delivered to your Inbox by adding our sending address to your Address Book. Here's how:
  • Open your latest ACTHA email.
  • Copy the address in the "From" line.
  • Click on Address Book (it's over on the left, below your Folders).
  • When your Address Book opens, click the Add button.
  • On the Add Contact screen, find the Internet Information box.
  • Enter the address you copied from the "From" line into the top Email box.
  • Click Save.

Thank you for white-listing ACTHA emails.

  MSN
  If you're using MSN version 9 for your email, you can make sure your ACTHA emails is delivered to your Inbox by adding our sending address to your Safe List. Here's how:
  • Open your latest ACTHA email.
  • Copy the address in the "From" line.
  • Click on Settings: Email | Junk email (it's at the bottom left of the screen, just above Calendar).
  • On the Email settings screen, click Junk Email Guard.
  • Select Safe List.
  • In the space provided under "Add people to the safe list", enter the address you copied from the "From" line.
  • Click Add.
  For older versions of MSN , you add our sending address to your Safe List like this:
  • Open your latest ACTHA email.
  • Copy the address in the "From" line.
  • Click on Email settings (it's at the bottom left of the screen, just above Calendar).
  • On the Email settings screen, click Junk Mail.
  • Select Safe List.
  • Click Add an item to this list.
  • When the Add To Safe List box appears, enter the address you copied from the "From" line into the space provided.
  • Click Add.

Thank you for white-listing ACTHA emails.

Verizon

If you're using Verizon for email, you can ensure that your ACTHA emails is delivered to your Inbox by adding our "From" address to your Safe List. Here's how:
- Go to your Verizon Inbox.
- Click Options.
- Select the Block Senders tab (near the top of the screen).
- On the Block Senders screen, you'll see both a "Block Sender List" and a "Safe List". In the space where it says, "Enter email address or sub domain to always accept even if the domain is blocked", enter the address in the "From" line of your most recent ACTHA emails.

Thank you for white-listing ACTHA emails.

SpamCop

If you're using SpamCop to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your Whitelist. Here's how:
- Open your browser and go to this page: http://webmail.spamcop.net/
- Log into your SpamCop account.
- Click on the Options icon in the toolbar.
- Under Mail Management (in the middle), click SpamCop Tools.
- Select Manage your personal whitelist.
- Near the bottom, where it reads "Click here to add to your whitelist", click on Click here.
- Enter the address in the "From" line of your most recent ACTHA emails in the first empty slot.
- Click Submit.

Thank you for white-listing ACTHA emails.

SpamAssassin

If you're using Spam Assassin to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to the Whitelist in your User Preferences. Here's how:
- Search your hard drive for the spamassassin folder, then open it.
- In that folder should be a file named user_prefs. Open it with a text editor (Notepad, for example). If there is no such file, you can create it. The detailed instructions are at http://spamassassin.taint.org/doc/Mail_SpamAssassin_Conf.html.
- Make a new (blank) line in the file. On that line, enter whitelist_from, followed by the address in the "From" line of your most recent ACTHA emails.
- Save the file and close it.

Thank you for white-listing ACTHA emails.

Spamkiller

If you're using McAfee's Spamkiller to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Friends. Here's how:
- On the Spamkiller sidebar, click Friends.

• Click Add.
• Enter the address in the "From" line of your most recent ACTHA emails and click the OK button.
Thank you for white-listing ACTHA emails.

Mailblocks

If you're using Mailblocks to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your "Accept Mail From" list of addresses. Here's how:
• In Mailblocks, click the Addresses tab.
• Select New.
• Enter the address in the "From" line of your most recent ACTHA emails In the Receiving Options, select Accept Mail From This Address.
• In the Other Options, make sure Display in People Picker is not selected.
• Click Submit.
• Click OK.

Thank you for white-listing ACTHA emails.

MailShield

If you're using MailShield to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Friends. Here's how:
• On the MailShield toolbar, click Friends.
• Click Add.
• Enter the address in the "From" line of your most recent Voice of Sanity and click the OK button.

Thank you for white-listing ACTHA emails.

MailWasher

If you're using MailWasher to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Friends. Here's how:
• In MailWasher, select Tools.
• Select Blacklist & Friends.
• On the right-hand side is the "Friends" list. Click the Friends Add button.
• Select Plain email address.
• Enter the address in the "From" line of your most recent ACTHA emails then click OK.
• Click OK again.

Thank you for white-listing ACTHA emails.

CleanMyMailbox

If you're using CleanMyMailbox to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your Whitelist. Here's how:
• Click the Whitelist button.
• Add the address in the "From" line of your most recent ACTHA emails to the list.

• Click the Submit List button.

Thank you for white-listing ACTHA emails.

Oddpost

If you're using Oddpost to filter your incoming email, you can exempt your ACTHA emails from the filtering process by marking it as "Not Spam"--but only if it has been incorrectly identified as spam in the first place. Here's what to d
• Find any ACTHA email that's in your Probably Spam folder.
• Click on that email to select it.
• Click the Move to Inbox and Mark as Not Spam button.

Thank you for white-listing ACTHA emails.

Spam Inspector

If you're using Spam Inspector to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Friends. Here's how:
• Open Outlook.
• On the Spam Inspector menu or toolbar, find and select Manage Friends List.
• In the Add a New Friend area, select Email.
• Enter the address in the "From" line of your most recent ACTHA emails Click the >> (add) button.
• Click Close.

Thank you for white-listing ACTHA emails.

Spam Interceptor

If you're using Spam Interceptor to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Trusted senders. Here's how:
• Open Spam Interceptor and select Authentication Lists.
• Click Trusted.
• Enter the address in the "From" line of your most recent ACTHA emails Click Add.

Thank you for white-listing ACTHA emails.

Spam Sleuth

If you're using Spam Sleuth to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Friends. Here's how:
• Open Spam Sleuth.
• From the File menu, select Configure.
• In the Friends category, make sure Active is selected.
• In the space provided for the list, make a new (blank) line and on it enter the address in the "From" line of your most recent ACTHA emails
• Click OK.

Thank you for white-listing ACTHA emails.

SpamButcher
If you're using Spam Butcher to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your Know Senders list. Here's how:
- Open Spam Butcher and click the Configure button.
- Select the Known Senders tab.
- Under Known Good Senders and Recipients, click Add.
- Enter the address in the "From" line of your most recent ACTHA emails and click OK.
- Click OK.

Thank you for white-listing ACTHA emails.

Spameater
If you're using Spameater to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your list of Approved Senders. Here's how:
- On the Spameater sidebar, click Filters.
- Select the Approved Senders tab.
- Click Add Filter.
- In the Address space, enter the address in the "From" line of your most recent ACTHA emails.
- For Address Type, select Full Email Address.
- Click OK.

Thank you for white-listing ACTHA emails.

SpamNet
If you're using Cloudmark's SpamNet to filter your incoming email, you can exempt your ACTHA emails from the filtering process by adding our "From" address to your Whitelist. Here's how:
- Open your Outlook Inbox.
- On the Cloudmark SpamNet toolbar, click Options.
- Click Advanced.
- Select the Whitelist tab.
- Click the Add button.
- Enter the address in the "From" line of your most recent ACTHA emails and click the OK button.
- Click OK again, then Yes, then OK one last time.

Thank you for white-listing ACTHA emails.

SpamPal
If you're using SpamPal to filter your incoming email, you can exempt your ACTHA emails

from the filtering process by adding our "From" address to your Whitelist. Here's how:
  • When SpamPal is running, find the SpamPal icon in your Windows system tray and right-click on it.
  • Select Add to Whitelist.
  • Enter the address in the "From" line of your most recent ACTHA emails Click Add.

Thank you for white-listing ACTHA emails.

  Others
  Many popular email programs, including older versions of Outlook, Outlook Express, Eudora, and Netscape Mail, don't provide a convenient way for you to white-list the folks you want to receive email from. If you're using this sort of email system and you either aren't getting your ACTHA emails or want to make sure you continue to receive your ACTHA emails in the future, you can do something about it.

  Contact the customer service people or the Postmaster at the company that provides your email or Internet connection (your ISP). Explain to them that ACTHA emails is email that you asked for and value. Ask them if they can white-list ACTHA emails. (Unfortunately, some email systems don't allow white-listing.) If they do white-list, they'll probably ask you for some information about us. Here's what to tell them:

  • Sending Address: If they ask for our address, give them the address in the "From" line of your most recent ACTHA emails support@actha.us, actha@actha.us
  • Domain: If they need to know the domain we're mailing from, tell them: actha.us
  • IP Address: If they ask for our sending IP address, tell them the range is: 209.200.253.106 and 209.200.253.107

Thank you for white-listing ACTHA emails.