

## How to ensure you receive important emails from the Trust

### What is whitelisting

The Armed Forces Covenant Fund Trust (the Trust) uses Adobe Click and Sign as a fast and efficient way for groups to electronically accept their grant offer.

You will receive an email from [echosign@echosign.com](mailto:echosign@echosign.com) containing the documents we need you to electronically sign and submit.

If you encounter any difficulty in receiving or opening this email, you may need to add it to a 'safe list' on your email account.

This is called **Whitelisting**.

Here are some step-by-step instructions on how to whitelist our [echosign@echosign.com](mailto:echosign@echosign.com) email domain.

### How to add our email to your safe list (whitelisting)

Jump to:


- [Gmail](#)
- [Outlook](#)
- [Yahoo! Mail](#)

## Using Gmail

Sign into your account.

1. Add [echosign@echosign.com](mailto:echosign@echosign.com) to your Gmail contacts. Google will usually deliver email from addresses that are in your contacts.
2. Ensure Gmail knows that any emails you've received from [echosign@echosign.com](mailto:echosign@echosign.com) are not 'spam'.
  - In Gmail, navigate to the spam folder.
  - Search for emails containing [echosign@echosign.com](mailto:echosign@echosign.com)
  - Select all the emails shown.
  - Click **More** and then **Not spam**.
3. Create a filter for the address

This will ensure Google whitelists emails from [echosign@echosign.com](mailto:echosign@echosign.com)

- Click the cog icon in the top-right corner  and then **Settings**
- Click on **Filters** and then **Create a new filter**
- Enter [echosign@echosign.com](mailto:echosign@echosign.com) to whitelist in the **From** field
- Click **Create filter with this search**
- In the box headed **When a message arrives that matches this search** select **Never send it to spam**
- 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"

## Using Outlook.com

If you're using Outlook.com, Windows Live Mail, Hotmail or MSN Mail, sign in to your account at [Outlook.com](https://outlook.com) and do the following.

Add the address to your safe senders:

- Click the cog icon  in the top-right corner and then **View all Outlook settings** at the bottom of the page
- Choose 'Junk Email'
- Under **Safe senders and domains** add [echosign@echosign.com](mailto:echosign@echosign.com) to the list of **Safe senders**
- Click **Save**

See also Outlook.com's help on [I didn't receive an email someone sent me](#).

## Using a different version of Outlook?

- For 2003 and 2007
  - Click Actions from the toolbar at the top of the screen.
  - Click Junk E-mail > Junk E-mail Options...
  - Click the Safe Sender tab.
  - Click Add.
  - Type in the email address you wish to add to your safe sender list.
  - Click OK.
- For 2010...
  - In Outlook, go to the Home tab.
  - Click the Junk button.
  - Choose "Junk E-Mail Options" from the drop-down list.
  - Go to the Safe Senders tab.
  - Type in either the email address or the domain name you wish to add.
  - Click OK
- For 2013...
  - In Outlook, go to the Home tab.

- Click Junk > Junk Email Options.
  - Click the Safe Senders Tab
  - Click Add.
  - In the Add address or domain box, enter the email address or the domain name you want to whitelist.
  - Click OK and close the window.
- 
- Express...
    - In Outlook, go to the Tools menu.
    - Click "Address Book".
    - Click New > New Contact from the drop-down menu.
    - Type in email address and include any details you want.
    - Click OK.

## Using Yahoo! Mail

Sign into your account.

1. Add [echosign@echosign.com](mailto:echosign@echosign.com) to your Yahoo! contacts. Yahoo! Mail will usually deliver email from addresses that are in your contacts.
2. Create a filter for the address
  - Mouse over the Settings menu icon and select **Settings**
  - Click **Filters** and then **Add**
  - Enter a **Filter Name**
  - **Enter** the **domain** of the email you want to whitelist in the **Sender** field,
  - Select **Inbox** as the folder to deliver the email to
  - 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

See also Yahoo! Mail's help on [An email was wrongly filtered as spam.](#)

## Still not sure what to do?

Please contact us at [info@covenantfund.org.uk](mailto:info@covenantfund.org.uk)