

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 adobesign@adobesign.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 adobesign@adobesign.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 adobesign@adobesign.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 adobesign@adobesign.com are not 'spam'.
 - In Gmail, navigate to the spam folder.
 - Search for emails containing adobesign@adobesign.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 adobesign@adobesign.com

- Click the cog icon in the top-right corner  and then **Settings**
- Click on **Filters** and then **Create a new filter**
- Enter adobesign@adobesign.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 adobesign@adobesign.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 adobesign@adobesign.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