

Whitelisting **for Clients**

What is Whitelisting?

Whitelisting is a cybersecurity measure where users can only receive emails from websites and domains that have been added to a whitelist and approved by the IT administrator in advance.

Sometimes essential software or communications can be blocked because they haven't yet been added to the whitelist. It is good to keep this in mind when starting to use new technology.



NOTE: If Clientshare hasn't been added to your company's whitelist, you may not receive the emails that enable you to see your service providers reviews and give them feedback and score their performance.

How to edit and add a new domain to your company's whitelist.

STEP 1

Start with sharing the below Clientshare domain information with your internal IT team so they can add it to the company's whitelist.

The Clientshare domains you will need:

Email domain
@myclientshare

Website domain for Clientshare Premium
secure.myclientshare.com

Website domain for Clientshare Pulse
pulse.myclientshare.com

Useful links:



[How to create a Microsoft 365 Whitelist](#)



[How to add to a Microsoft 365 Whitelist](#)



[How to create a Whitelist on G-Suite](#)

STEP 2

Once your IT team has confirmed the whitelist is ready, and the domains have been added, just let your Account Manager know that they can continue using Clientshare safe in the knowledge all emails are being received.