

How to whitelist email domains

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, so it is good to keep this in mind when starting to use new technology.



NOTE: If Clientshare hasn't yet been added to your clients whitelists, the reviews you're sending may not be received and instead head straight to their spam or junk folders.

How to help your clients add new domains to their whitelists

STEP 1

Start with contacting your client's internal IT team and send them the 'Whitelisting for Clients' one-pager. While the process may vary between Microsoft 365, G-Suite and other providers, they all have an option to set up a whitelist or add a domain to an existing whitelist.

The Clientshare domains needed:

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 their IT team has confirmed the whitelist is ready and the domains have been added, just ask them to confirm with your Account Manager so you can continue to use Clientshare knowing all emails are delivered.