

PHAB sends email via e-PHAB to alert you when new information is available or when there are upcoming deadlines. This communication is critical to the accreditation process. In order to ensure that emails from PHAB are delivered to your inbox, please follow the steps outlined in this document. Please contact your Accreditation Specialist, if you have questions about these instructions. **Failure to take action could result in delayed or undelivered emails.**

When networks receive a high volume of emails from a single source, it may block the emails. The following domain names identify e-PHAB to your health department's network:

- liaisonedu.com
- phaboard.org
- e-phab.org
- liaison-intl.com

Whitelisting tells the network e-PHAB is a trusted source, so emails are not delayed or blocked.

To resolve this issue, **please enlist your IT department to help**. We have found that the IT department is often needed to fully address this issue. (If you do not have access to an IT department—for example, if you are a site visitor using a personal email account—there are instructions at the bottom of this tip sheet about steps you can take.)

IT department can add information to the Network's Email Gateway, Spam Filtering and Firewall programs

Ask your IT department to whitelist those domains (liaisonedu.com; phaboard.org; liaison-intl.com; e-phab.org). This should allow emails from e-PHAB to reach all users using their health department email addresses.

In addition, provide the following SPF information to your health department's IT staff:

- Originating Server: gate.liaison-intl.com / 12.130.14.3
- Sender: accreditation.bounces@liaison-intl.com
- The record the SPF checker is checking against is: ip 4:12.130.14.1/27

The steps for adding this information to the mail server in order to whitelist the domains will differ depending on the email program. However, the individuals managing the email server should be familiar with the ways to update the SPF and there are instructions available online.

Individual users can whitelist domains in Outlook and Gmail

Add an Address or Domain to Safe Senders in Outlook

Below are directions for Microsoft Office 365.

1. On the **Home** tab, click **Junk**.
2. Click **Junk E-mail Options**.
3. Go to the **Safe Senders** tab.
4. Click Add.
 - Type the domain name you want to whitelist (you will need to enter each separately): liaisonedu.com; phaboard.org; liaison-intl.com; e-phab.org.
5. Click OK.
6. Click OK again.

If you have a different version of Outlook, the process may be different. For instructions, please search for "junk mail" or "safe sender" in Outlook's Help (or "Tell me what you want to do") feature.

Add an Address or Domain to Whitelist in Gmail

1. Open the settings icon at the upper right-hand side of Gmail (the gear icon) and choose Settings from the list.
2. Open the Filters and Blocked Addresses tab.
3. Click the link called Create a new filter. If you already have lots of filters, you won't see this link until you scroll to the very bottom of the page.
4. To whitelist e-PHAB email addresses, type the domain names with a vertical bar (and a space before and after it) between the separate accounts:
 - liaisonedu.com | phaboard.org | liaison-intl.com | e-phab.org
5. Click Create filter at the bottom of that pop-up window to make the whitelist filter.
 - You can also add some other filtering criteria if you want, but the From field is the only thing that must be filled out for this setup to work.