



## How to Improve Deliverability of TAB E-Communications With White Listing Instructions

*published: 09/29/2022*

If you have difficulty receiving communications from the Texas Association of Builders, it can be because your internal systems are blocking our communications. You need to set TAB as an **approved sender** at your desktop (Step 1), and also have your email administrator set it (Step 2) on your server.

Please keep in mind that different e-communications come from different TAB email addresses. That means you'll need to complete Step 1 for each sender you wish to receive messages from.

### Step 1. Desktop-Level White Listing

First, make sure you have the TAB return email address of the e-communications you wish to receive. Below is a list of TAB Newsletters and staff that send out communications on behalf of the association regularly.

E-Communication – Email associated with it

- Legislative Line - [LegislativeAction@TexasBuilders.org](mailto:LegislativeAction@TexasBuilders.org)
- Star Awards - [StarAwards@TexasBuilders.org](mailto:StarAwards@TexasBuilders.org)
- Sunbelt Builders Show™ - [Sunbelt@TexasBuilders.org](mailto:Sunbelt@TexasBuilders.org)
- TAB NewsBriefs & TABloid - [TAB@Multibriefs.com](mailto:TAB@Multibriefs.com)
- Texas Builders Foundation – [Info@TexasBuildersFoundation.org](mailto:Info@TexasBuildersFoundation.org)
- Majority of TAB Informative Communications come from - [Info@TexasBuilders.org](mailto:Info@TexasBuilders.org)

TAB Staff:

- M. Scott Norman - [Scott@TexasBuilders.org](mailto:Scott@TexasBuilders.org)
- Mary Castetter – [Mary@TexasBuilders.org](mailto:Mary@TexasBuilders.org)
- Ned Muñoz – [Ned@TexasBuilders.org](mailto:Ned@TexasBuilders.org)
- Ashley Marcinkiewicz – [Ashley@TexasBuilders.org](mailto:Ashley@TexasBuilders.org)
- Lisa Anders – [Lisa@TexasBuilders.org](mailto:Lisa@TexasBuilders.org)
- Fay Eakins – [Fay@TexasBuilders.org](mailto:Fay@TexasBuilders.org)
- Angelica Stehling, CMP – [Angelica@TexasBuilders.org](mailto:Angelica@TexasBuilders.org)
- Lorraine Urey – [Lorraine@TexasBuilders.org](mailto:Lorraine@TexasBuilders.org)
- J.D. Hale – [JD@TexasBuilders.org](mailto:JD@TexasBuilders.org)
- Blair Kirkpatrick – [Blair@TexasBuilders.org](mailto:Blair@TexasBuilders.org)
- Tamara Zengerle – [Tamara@TexasBuilders.org](mailto:Tamara@TexasBuilders.org)

## **Microsoft Outlook 2010**

1. When Outlook 2010 treats some of your email from valid contacts as junk mail, you can configure it to automatically add the people to whom you send emails to the Safe Senders List.
2. Launch Microsoft Outlook 2010, click the Junk drop-down box under the Home tab and then choose Junk Email Options.
3. From the Junk E-mail Options window, navigate to the Safe Senders tab and check the automatically add people's e-mail to the Safe Senders List option. You can also add email from addresses or domain names on your Safe Senders List and this will never be treated as junk email.

## **Microsoft Outlook 2007-higher**

1. From your inbox, select a message from the sender you wish to whitelist.
2. Select Actions and then Junk Email.
3. Click Add Sender to Safe Senders List.

## **Microsoft Outlook 2003**

1. From your inbox, select Actions, then select Junk Email and click on Junk Email Options Address Book.
2. Click the Safe Senders tab.
3. Type or cut and paste the TAB email address into the block area, and then click the OK button.

## **Gmail**

1. Open your Contacts list by clicking Gmail in the top-left corner of your Gmail page, then choose Contacts. Contacts are also available at [www.google.com/contacts](http://www.google.com/contacts).
2. Click the New Contact button in the top-left corner.
3. Enter the TAB email address in the appropriate fields. Any information you add will save automatically.

## **Hotmail**

1. Select the Options links in the upper right of the screen.
2. Click on Junk Email Protection.
3. Click on Safe List.
4. Type in or cut and paste the TAB email address into the box and then click Add.

## **Yahoo**

1. From your mailbox screen, click on the drop-down arrow to the right of the 'Addresses' and then click on Add Contact.
2. Type in or cut and paste the supplied return email address into the email box and then click Save.

## Step 2. Server Level White Listing

Forward the following information to your email administrator and ask him or her to list this TAB email service provider as an approved sender:

- Email Service Provider: Odyssey
- The sending server is either:
  - mo1.osimail5.us      38.105.5.107
  - mo2.osimail5.us      38.105.5.117
  - mo3.osimail5.us      104.129.65.13
  - mo4.osimail5.us      104.129.65.14
  
- Odyssey may include URL's in the delivered message that allows message tracking, image links, or recipient opt-outs. The domains that may be included in the delivered message are listed below:
  - **xy\*.us**
  - **yx\*.us**

In the above list of domains, the \* character is being used as a wildcard, and is usually replaced with a digit or group of digits (i.e. xy1.us, xy21.us)