

**Ensuring Delivery of External Email:
(Preventing Mail From Students and other External Senders
from Being Quarantined by DigiTar)**

Strategies for Ensuring Delivery – Strategies are described briefly below. Follow the links for detailed instructions.

- **Strategy 1: Scan Quarantine and Whitelist** – This is the most time consuming strategy. [Set your Digest frequency to daily](#), if desired. Scan or search your quarantine, using [SORT](#) or [SEARCH](#) as desired. [Whitelist good emails](#).
- **Strategy 2: Personal Recognition Code** – Give your classes or other outside correspondents a code string (crn2485, mail4fml) to include in the subject line of every email they send you. Log into your quarantine and [search for this string](#). [Whitelist](#) all the mails found. [Empty your quarantine](#).
- **Strategy 3: Generic Recognition Code** – We have requested a whitelist code that will allow any emails with that code in the subject line to be automatically passed through the quarantine to your mailbox. Once this global whitelist is set up, you will be able to ask your classes or other outside correspondents to include this code in every email they send you. We will send out announcements informing you of the code as soon as this feature is available.
- **Strategy 4: Whitelist Homework Assignment** – At the beginning of the term, ask the class to send you an email within two days. Give them a recognition code to include in the email, as described in Strategy 2 above. After two days, log into your quarantine, [search for the recognition code](#), and [whitelist](#) the resulting list of emails.
- **Strategy 5: Manually Add Email Addresses to Your Whitelist** – You can [manually enter email addresses in your whitelist](#). You may find it useful to whitelist certain important or frequent outside correspondents BEFORE they end up in your quarantine.
- **Strategy 6: Batch Add Email Addresses to Your Whitelist** – You can paste email lists in comma-separated-value (.csv) format into your DigiTar quarantine Whitelist. This includes ExpressLane class lists (see instructions below). This requires some knowledge of Excel and comma-separated-values (.csv) files. The procedure is given on the following page.

**Call or email the Help Desk if you have problems:
X4444, helpdesk@lanecc.edu**

Strategy 6: Batch Add Student Email Addresses to Your Whitelist –

1. Copy class phone/email list

- 1.1. Open MS Internet Explorer.
- 1.2. Log into ExpressLane, select Faculty/Advisor, and open your class list.
- 1.3. Click on the Class Phone/Email List link at the bottom of the class list page.
- 1.4. Highlight the entire phone/email list by dragging your cursor from just in front of the first student's record number to just behind the last student's email address.
- 1.5. Select Edit > Copy.

2. Paste class phone/email list into MS Excel

- 2.1. Open a blank excel worksheet.
- 2.2. Put your cursor in cell A1.
- 2.3. Select Edit > Paste.
- 2.4. Delete columns A – E, leaving only the column of email addresses.

3. Clean up and transpose the email list

- 3.1. Sort the email records in ascending order by clicking on the column heading (A) and selecting Data > Sort > Ascending.
- 3.2. Delete the rows without email addresses.
- 3.3. Highlight and copy the range of cells containing the emails by dragging your cursor down the column of emails and selecting Edit > Copy.
- 3.4. Click in cell B1 and select Paste Special > Transpose.
- 3.5. Delete column A, so the first student's email address moves to cell A1.

4. Save the workbook as a comma-separated file (.CSV)

- 4.1. Select File > Save As, select CSV (Comma Delimited) from the [Save as type] drop-down list, and click Save.
- 4.2. Answer YES to the warning prompts.
- 4.3. Close the Excel workbook.

5. Copy the list in CSV list format

- 5.1. Find the .csv file you just made in the previous step, and open it with Notepad, Wordpad, or Word.
- 5.2. Highlight and copy the entire list of comma-separated email addresses (Edit > Select All, then Edit > Copy).

6. Paste the comma-separated list into your DigiTar whitelist

- 6.1. Open the DigiTar Portal with your web browser (portal.digitar.com).
- 6.2. Log into your DigiTar quarantine.
- 6.3. Click on the Whitelist link between Home and Options at the top-right.
- 6.4. Put your cursor in the Add field, between the Delete and Add buttons at top-left.
- 6.5. Select Edit > Paste, then click on the ADD button, and wait while the list is processed.
- 6.6. Verify that each email address is now listed on a separate line in your Whitelist, and that the whitelist has the same number of records as your class list.