Department of Commerce
Innovation is in our nature.

HMIS TRAINING CATALOG

HMIS Training Requirements & Registration

Definitions:

- **"Current User" = Users with an old HMIS active login (pre-March 2016) or have a Clarity HMIS login.**
- **"New User" = an agency staff person that has not used HMIS before or not used HMIS in over a year and therefore doesn't have an active login for Clarity HMIS.**

Requirements for HMIS Users:

- **You MUST register for training to attend and receive credit for attendance.**
- All HMIS "Current Users" are required to take a "HMIS Clarity Software Training" before gaining access to HMIS Clarity.
- All HMIS "New Users" are required to take HMIS "New User" and "Clarity Software" training(s).
- New HMIS Users must be with an agency already set up to use HMIS through Department of Commerce (see HMIS-FAQ for details). Contact an HMIS Technical Assistance (TA) staff person if unsure.
- When logging into HMIS for the first time, all users must agree to, and from then on, comply with the HMIS User Policy. Please read it carefully as it is an electronic document now.
- When a user leaves an agency--- notify an HMIS help desk person immediately with the name and date to deactivate the user account.
- For computer compatibility requirements, contact an HMIS TA staff person.

Pre-Register online for each training ahead of time:

- **Each individual attending must complete the registration process to take a training and get credit for it. You will not receive credit or may be turned away if you do not pre-register.**
- **Please use the correct registration links provided in the training schedule. A limited number of in-person training computers are available so pre-registration is required and cancel if you can't attend.**
- **Use current and correct information (use your work email & phone). Follow-up emails will be sent to the email you provided during registration.**
- **Registrants will receive an automated email confirmation for their training date(s) within an hour of registration. If you do not receive the email confirmation, please check your registration information online using the registration link to verify you successfully registered.**
- **Please "whitelist" our emails to ensure you receive email confirmations. Contact Maylee if you registered but didn't receive the confirmation email.**
- **For details on what information is required during registration, skip to the "Registration Checklist" section.**

Registration edits or cancelations:

Commerce trainings are subject to cancelation due to low attendance or an emergency situation. If a training you registered for is canceled, an email notification will be sent to your registration email. For detail steps on how to edit or cancel your registration skip to the "Edit or Cancel Registration" section.

Other Information:

Please check the training "**event page**", via the registration link, for **parking info** or other details. For non-Commerce site trainings, you may contact the facility for parking instructions. If you require special accommodations, tell the instructor a minimum of 2 weeks prior to the training date. Commerce trainings are free of charge. We do not reimburse registrant travel expenses or meals. Meals are not provided. Any snacks onsite are a gift from the instructor or attendees may bring their own. Before booking travel, please contact your instructor to see if your training may be canceled due to low attendance.

HMIS Training Descriptions

Training Types: Generally, in-person trainings include computer practice time using HMIS and are at a physical location. Webinars are online trainings via GoToWebinar without hand-on computer practice time. You will need a computer with steady internet connection for Webinar attendance.

HMIS Clarity Software Training

This a basic training designed for all HMIS users to learn how to use the new Clarity HMIS. All **Current Users** are required to take this training before gaining Clarity access. **New Users** are required to take this training if it falls directly after a "HMIS New User Training" or it is part of their Webinar registration. This training is offered on a first-to-register, first-served basis for Balance of State HMIS Users.

We will go over the basic features for data entry in the new Clarity software such as: orientation and system requirements, log in and user profile, client(s) search, entering news client, creating households, program entry, program exits, updates and corrections, and basic reporting for case managers.

HMIS New User Training (Clarity) (AKA "New User" training)

This training is designed for those new to HMIS and need HMIS access. New Users have priority registration, but Current Users may also attend if needed. New Users will register for this training AND the "HMIS Training on the Clarity Software" training that comes right after. If taking the in-person training combo, please register for both at the same time. A New User Webinar can be taken if travel is not possible. *We recommend in-person trainings as there is computer practice time.*

In this training we cover the User Policy and Code of Ethics, Consent forms, terminology and standards, and workflow. In the second half, we will go over everything in the "HMIS Training on the Clarity Software." The New User Webinar is one registration including a demo of the Clarity software. It is less comprehensive than in-person trainings and meant to be an overview of all of the same topics.

HMIS Clarity Service Entry

This webinar is designed for HMIS users that have taken the "HMIS Training on the Clarity Software" training and must learn Service entry. If you are not required to work with Services in HMIS, do not take this training. Although Consolidated Homeless Grant (CHG) funding requirements no longer include Service tracking, some agencies track Services if required by local funders, other grants, or federal funding sources. This training will cover the basics for entering and editing Services in Clarity HMIS.

HMIS Additional Training on the Clarity Software

This training is designed current HMIS users. If you are not currently using Clarity, please do not take this training. We will expand upon the basic training topics to include topics from the Clarity Service Entry training, household management, correcting mistakes, exporting reports, and any topics brought up during training. In-person trainings provide opportunities to practice.

2016 HMIS Data Standards Changes

This training is for all HMIS users. This webinar is over but you can watch the video on YouTube. We covered the HUD HMIS Data Standard changes to come in October 1, 2016.

Coming Soon! HMIS Reports & Data Quality Training (Clarity)

This training is being developed. Send your topic suggestions for this training to Maylee Stevenson.

HMIS Training Schedule 2016

READ THE REQUIREMENTS & REGISTRATION SECTION BEFORE REGISTERING.

Registration links can also be used for cancelations or to find out event information. This schedule will be updated if classes are added, changed, or become full.

Colors: Blue= New User Training Series to be taken together in-person Pink= New User WEBINAR (one registration for both Part 1&2). Yellow = Special

Date	Time	Registration Link	Training Name & Special Info.	Instructor(s)	Location *(links open Google Maps)*
Thursday, September 29, 2016	9:30 a.m. to 11:30 a.m.	*http://whoozin.com/W6R-QTN-NQRF (New Users must also register for the second half below.)*	HMIS New User Training (Clarity) – ***part 1 of 2.***	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Thursday, September 29, 2016	12:30 p.m. to 3:30 p.m.	*http://whoozin.com/XMY-YM6-P9UE (New Users must also register for the first half above.)*	HMIS Training on the Clarity Software *and* ***New User part 2 -*** *new users have priority for seats.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Wednesday, October 5, 2016	1 p.m. to 4:30 p.m.	*https://attendee.gotowebinar.com/register/2595445952835905795*	HMIS New User & HMIS Training on the Clarity Software (Webinar) – *two trainings in one intended for new users.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
Friday, October 7, 2016	10:30 a.m. to 11:30 a.m.	*https://attendee.gotowebinar.com/register/4392028161413083393*	HMIS Clarity Service Entry – *for current users only.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
Thursday, October 20, 2016	1 p.m. to 4 p.m.	*https://attendee.gotowebinar.com/register/7638369227770179075*	HMIS Training on the Clarity Software (Webinar) – *for current users only.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
Friday, October 21, 2016	9:30 a.m. to 11:30 a.m.	*http://whoozin.com/9VX-NNC-QFQA (New Users must also register for the second half below.)*	HMIS New User Training (Clarity) – ***part 1 of 2.***	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Friday, October 21, 2016	12:30 p.m. to 3:30 p.m.	*http://whoozin.com/PHR-49V-QWTD (New Users must also register for the first half above.)*	HMIS Training on the Clarity Software *and* ***New User part 2 -*** *new users have priority for seats.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**

Date	Time	Registration Link	Training Name & Special Info.	Instructor(s)	Location *(links open Google Maps)*
Wednesday, October 26, 2016	9 a.m. to 11:30 a.m.	*http://whoozin.com/RV4-7CF-GUG4 (New Users must also register for the second half below.)*	HMIS New User Training (Clarity) – ***part 1 of 2.***	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Kitsap Community Resources Computer Lab,** 845 8th Street **Bremerton, WA 98337**
Wednesday, October 26, 2016	12:30 p.m. to 3:30pm	*http://whoozin.com/39X-4MX-UHCY (New Users must also register for the first half above.)*	HMIS Training on the Clarity Software *and* ***New User part 2 -*** *new users have priority for seats.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Kitsap Community Resources Computer Lab,** 845 8th Street **Bremerton, WA 98337**
Wednesday, October 26, 2016	3:30 p.m. to 5:00 p.m.	*http://whoozin.com/4GC-A4C-XRE6*	Mini HMIS Additional Training on the Clarity Software – for current HMIS user only.	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Kitsap Community Resources Computer Lab,** 845 8th Street **Bremerton, WA 98337**
Friday, October 28, 2016	10 a.m. to 1:30 p.m.	*https://attendee.gotowebinar.com/register/1354400790928401155*	HMIS New User & HMIS Training on the Clarity Software (Webinar) – *two trainings in one intended for new users.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
Tuesday, November 1, 2016	9:30 a.m. to 11:30 a.m.	*http://whoozin.com/DUX-QJR-XRWW (New Users must also register for the second half below.)*	HMIS New User Training (Clarity) – ***part 1 of 2.***	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Tuesday, November 1, 2016	12:30 p.m. to 3:30 p.m.	*http://whoozin.com/36J-WXD-DAR6 (New Users must also register for the first half above.)*	HMIS Training on the Clarity Software *and* ***New User part 2 -*** *new users have priority for seats.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Tuesday, November 1, 2016	3:30 p.m. to 5 p.m.	*http://whoozin.com/E39-PYV-J696*	Mini HMIS Additional Training on the Clarity Software – for current HMIS user only.	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Wednesday, November 9, 2016	1 p.m. to 4:30 p.m.	*https://attendee.gotowebinar.com/register/4940114917292577537*	HMIS New User & HMIS Training on the Clarity Software (Webinar) – *two trainings in one intended for new users.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**

Date	Time	Registration Link	Training Name & Special Info.	Instructor(s)	Location *(links open Google Maps)*
Friday, November 11, 2016	10 a.m. to 1 p.m.	*https://attendee.gotowebinar.com/register/4357789369966675457*	HMIS Training on the Clarity Software (Webinar) – *for current users only.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
Friday, November 11, 2016	2 p.m. to 3 p.m.	*https://attendee.gotowebinar.com/register/5887978602830947842*	HMIS Clarity Service Entry – *for current users only.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
Thursday, November 17, 2016	9:30 a.m. to 11:30 a.m.	*http://whoozin.com/PKU-FXM-JUTA (New Users must also register for the second half below.)*	HMIS New User Training (Clarity) – ***part 1 of 2.***	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Thursday, November 17, 2016	12:30 p.m. to 3:30 p.m.	*http://whoozin.com/9W4-WMK-PTRV (New Users must also register for the first half above.)*	HMIS Training on the Clarity Software *and* ***New User part 2 -*** *new users have priority for seats.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Thursday, November 17, 2016	3:30 p.m. to 5 p.m.	*http://whoozin.com/WP9-HFT-EAGP*	Mini HMIS Additional Training on the Clarity Software – for current HMIS user only.	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Dept. of Commerce** 1011 SE Plum St **Olympia, WA 98504**
Wednesday, November 23, 2016	10 a.m. to 1:30 p.m.	*https://attendee.gotowebinar.com/register/7268272514992654338*	HMIS New User & HMIS Training on the Clarity Software (Webinar) – *two trainings in one intended for new users.*	Maylee Stevenson maylee.stevenson@commerce.wa.gov	**Via GoToWebinar**
		More trainings will be posted as they are scheduled. Check again later to see updates.			

Contact Maylee Stevenson with any training schedule questions, issues, or comments.

HMIS Training Registration Checklist

The following must be provided when registering for HMIS training(s):

- ☐ Your **First** & **Last Name**
- ☐ Your **WORK Email**: *this must be correct or you will not receive an email confirmation of registration. Please check that your work email is correct.*
- ☐ Your **WORK Phone** number: *please include the area code and it doesn't matter the format as long as it's complete.*
- ☐ The **Agency/Company/Organization** you will be using HMIS for: *if you are work for multiple, please list them all and spell out uncommon acronyms.*
- ☐ Your Job **Title**: *list your job title or put "volunteer" if appropriate.*
- ☐ Your **HMIS login**/username: *if you have a login for HMIS, you must provide it. It will look like* "XUZFirstLastname." *If you have multiple, list them all. If you are a new user, you will not have a login/username yet so input* "**New User, don't have one yet.**"
- ☐ Any special **Accommodations** we should know about before you attend? *If you require special accommodations, please let us know a minimum of two weeks prior to the training date.*
- ☐ **Agency County(s)**: *input the county or counties of the agency location(s) you work at is.*
- ☐ **Agency Director/Supervisor First & Last Name**: *new users must provide this information. If you do not know, please find our before registering.*
- ☐ **Agency Director/Supervisor Phone# OR Email**: *new users must provide either the Agency Director's or your Supervisor's work phone number or the Agency Director's work email.*

It is also recommended you "whitelist" our emails to ensure you receive email confirmations. Instruction on what to whitelist and how are at the end of this document.

Prior to Training

Visit Our HMIS Webpage

Our HMIS webpage (www.commerce.wa.gov/hmis) is a good place to find many HMIS resources. We recommend you download the HUD Data Standards Manual to review prior to your first HMIS training. If applicable, review the program specific manuals (some are linked on our HMIS webpage). During the New User training, we go over the HMIS Informed Consent Form and User Policy. Reading those form examples and the Client Privacy Rights will help with better understanding the materials. During the Clarity Software training we cover many topics from the Clarity Help Portal and various topics from our HMIS How-To Guides section which you can review prior to training. It is also recommended you "whitelist" our emails to ensure you receive email confirmations.

Webinars

You can test your system compatibility, internet connection and audio settings ahead of time to ensure your session goes smoothly, or test your connection while in the session if you're experiencing technical difficulties. Visit the GoToWebinar Test Session webpage for more information and to test your webinar connection.

In-person Trainings

Please visit the event page you were taken to upon registration to view parking information, directions, and training details. Plan your travels head of time including checking traffic and parking instructions. If brining a beverage (drinks are not provided), please use a container with a lid. You may want to research places to eat or bring your own lunch if you are taking a full day of training as lunch is not provided.

Editing or Canceling Registration

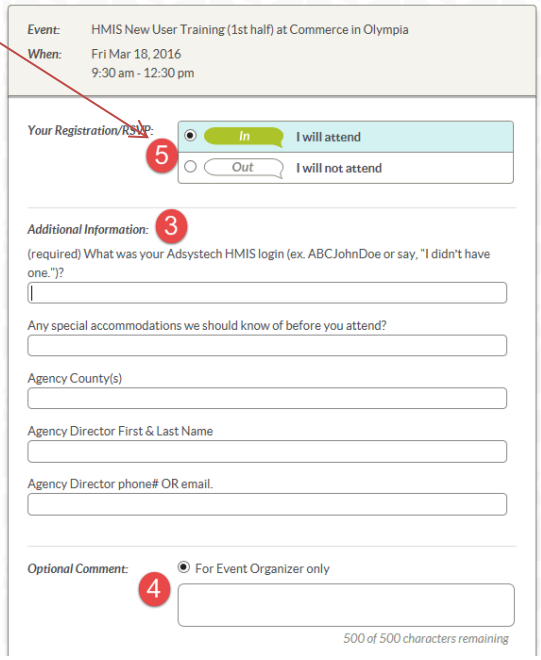
If you already registered but need to answer the additional required questions, or change your answers, the steps you take will depend on the type of training. "Whitelist" our emails to ensure you receive them.

For **Whoozin** (in-person trainings) registrations:

1. Use the **registration link** to go to the event pa
2. Click on "**edit Registration**."
3. Answer/edit additional information.
4. Enter corrected data into the "***Optional Comment:*** For Event Organizer only" box.
5. Cancelations: check the "Out" box.
6. Submit.

For **GoToMeeting Webinar** (online) registrations:

After registration you will receive an **email confirmation** from GoToMeeting/Webinar which includes: a **webinar link** to join the webinar, add to Outlook, Google, or iCal calendar link, instructions, and a cancelation link.

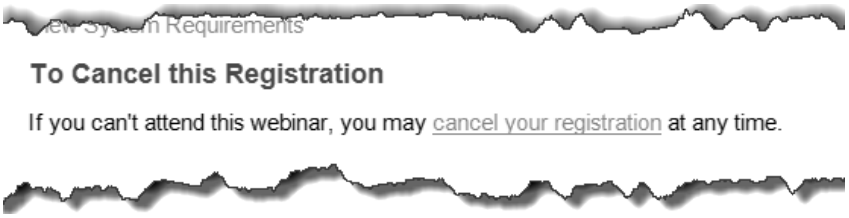


To change your information you can:

1. Cancel and then Re-register for the training with the corrected/additional information --- must be done before the start of the Webinar. (preferred method)
2. Email the instructor with the corrected/addition information sometime before the Webinar starts. (least preferred method)

To CANCEL registration:

1. In the confirmation email you received after registering, use the "cancel registration" link.



After Training

Training Evaluations

After attending HMIS training, please complete a training evaluation. The training evaluation is online via Survey Monkey. Please contact Maylee Stevenson, maylee.stevenson@commerce.wa.gov, if you were not provided an opportunity to do the training evaluation either by follow-up emails or in-person.

HMIS Access

The new HMIS software is Cloud based and opens like a webpage: wa.clarityhs.com.

You will not need to download HMIS on to your computer. However, Commerce HMIS Help desk staff will help you install the required security information before you can access HMIS.

HMIS Login & Password

- If you've met the HMIS user requirements and attended a required training---a HMIS TA staff person will contact you to help you install the required security certificate onto your work computer. You will need this for each work computer you use.
- A login and temporary password is provided along with new password criteria. When you login for the first time you will be prompted to:
    - Create a new password.
    - Read and agree to the User Policy, Responsibility Statement and Code of Ethics agreement electronically.
- Passwords may expire after a lengthy consecutive period of nonuse or based on vendor settings, and you may be asked to create a new password.
- If you forget your login or password, please contact the HMIS help desk contact for a password reset.

Deactivations

- Please contact the HMIS help desk contact if you no longer require HMIS access.
- An HMIS account may be deactivated or locked if the User Policy, Responsibility Statement and Code of Ethics or Agency Partner Agreement terms are breached. Commerce staff will have communicated with staff beforehand.

Helpful Tip: "Whitelist" an Email Address or Domain

...and stop missing emails from a trusted source.

Do you sometimes miss emails from our Commerce staff or our registration services? Are those emails going to your Spam/Junk folder?

Often times we, at Commerce, send mass emails to lists of people (for example: all ~~our~~ HMIS users). Sometimes people don't receive those emails because their Spam/Junk mail filters block them. If this happens to you, or if you want to avoid this from happening, simply Whitelist our email domain.

Whitelisting means making it so a specific email address, or emails from a certain source, will go to your inbox instead of being blocked or going to your spam/junk mail folder. You can Whitelist a specific email from a desired sender (myname@commerce.wa.gov) or emails from a specific source called "domain" (@commerce.wa.gov).

What to "Whitelist"? Use "**@commerce.wa.gov**" (the Commerce email domain). We use GoToWebinar for HMIS Trainings so consider Whitelisting "**@gotowebinar.com**" and "**@gotomeeting.com**" so you receive your registration confirmations and links.

Below is a list of instructions for various email platforms. You can click on the link to find instructions on how to Whitelist an email.

If you'd like to Whitelist from a specific source, instead of using the email from one person, you'll use the domain only (the part of the email that includes @ and what comes after it) instead of the desired senders email address.

For mobile devices, often adding the email address to your contacts list will Whitelist it.

- **AOL 7.0 / 8.0 / 9.9 & AOL Mail**
- **Apple Mail/OSX**
- **AT&T Webmail and BellSouth**
- **Comcast SmartZone**
- **Cox Email**
- **EarthLink / Earthlink Total Access**
- **Gmail**
- **Hotmail**
- **Mac Mail**
- **McAfee SpamKiller**
- **MSN**
- **Mozilla Thunderbird PC or Mac**
- **NetZero**
- **Netscape 6 or 7/Thunderbird**
- **Norton AntiSpam**
- **Outlook 2003-2007**
- **Outlook 2000 / Outlook 11**
- **Outlook 2010 / Outlook 2013**
- **Outlook Express 6**
- **Road Runner**
- **Spam Assassin**
- **Verizon**
- **Windows Live**
- **Yahoo!**

Although we tried to find the most recent instructions, technology changes fast. If you notice something is outdated, please contact Maylee.Stevenson@commerce.wa.gov.

AOL Mail

AOL 7.0 & 8.0

1. Open a message from the **desired sender**.
2. Click the **Add Address** icon on the right side of the window.
3. Click the **Save** button.

AOL 9.0 and Up

1. Open a message from the **desired sender.**
2. Click the **Add Address** icon on the right side of the window.
3. Click the **OK** button.

AOL Mail

1. Open a message from the **desired sender**.
2. Click **Show Images: Always for this sender.**

Apple Mail/OSX

1. If email from the **desired sender** ends up in your junk folder, highlight or open it, and click "**Not Junk**" at the top of your screen.
2. Go to **Mail** > **Preferences**.
3. Go to the **Rules** tab.
4. Select **Add Rule**.
5. Give this rule a name such as "**Email from *[enter email of desired sender].***"
6. Create a rule that says "**If any of the following conditions are met: 'From' 'Contains'" and then paste in "*[enter email of desired sender].***"
7. From the actions, select **Move message to mailbox Inbox**.
8. Click **OK.**

AT&T Webmail and BellSouth

1. In your mailbox, click **Options**.
2. Go to **Mail Options**, select **Filters**. Click **Add Filter**.
3. Go to **From Header** and select **Contains**. Enter the trusted address or domain (email or website) in the box provided.
4. Go to the drop down menu at the bottom with the option **Move the message to**. Select **Inbox**.
5. Click **Add Filter.**

Comcast SmartZone

1. Click **Address Book.**
2. Click **New**. Select **New Contact.**
3. Add email address.
4. Click **Save.**

Cox Email

1. Click **Preferences**.
2. Go to **General Email Preferences** and click **Blocked Senders**.
3. Type address or domain to add to the Exceptions list.
4. Click **Add**.
5. Click **Save**.

EarthLink

1. Click on **Address Book** (it's over on the left, below your Folders).
2. When your Address Book opens, click the **Add new contact**.
3. On the Add Contact screen, find the **Internet Information** box.
4. Enter the **desired address** into the top Email box.
5. Click **Save**.

Gmail

1. Open a message from the **desired sender**.
2. Click **Always display images from (senders address).**

OR

1. Open a message from the **desired sender**.
2. Click the arrow next to reply on the top right.
3. Click **Add sender** to contact list.

Hotmail

1. Open a message from the **desired sender**.
2. Click **Mark as safe** next to the From name and address.
3. Now click **Add contact**.

Mac Mail

1. Open a message from the **desired sender.**
2. Go to Message in the top tool bar.
3. Click **Add Sender to Address Book** from the drop-down menu.

McAfee SpamKiller

1. Go to **Friends** and click **Add**.
2. Type the trusted address or domain in the space provided. Click **OK**.

Mozilla Thunderbird for PC

1. Click **Address Book**.
2. Make sure **Personal Address Book** is highlighted.
3. Click **New Card.** This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under **Contact**, enter **desired sender's email** and additional information if you wish.
5. Click **OK** to finish.

Mozilla Thunderbird for Mac

1. Click **Address Book**.
2. Make sure **Personal Address Book** is highlighted.
3. Click **New Card**. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under **Contact**, enter **desired sender's email** and additional information if you wish.
5. Click **OK** to finish

MSN

1. Click on **Help & Settings.**
2. Click **Email Settings.**
3. Click on **Safe List.**
4. In Add an item to this list, type the **desired sender's email.**
5. Click **Add.**

NetZero

1. Go to **Options** and click **Safe List**.
2. Type the trusted domain or address in Add Address to Safe List.
3. Click **Add** then click **Save**.

Netscape 6 or 7/Thunderbird

1. Open a message from the **desired sender**.
2. In the From field, right-click the email address.
3. Click the **Add to Address Book** link in the menu.
4. Click the **OK** button.

Norton AntiSpam

1. Go to the **Status & Settings tab** and click **AntiSpam**.
2. Click **Configure** and go to the **Allowed List tab**.
3. Click **Add** and type the trusted address or domain in the Email Address box.
4. Click **OK**.

Outlook 2003 - 2007

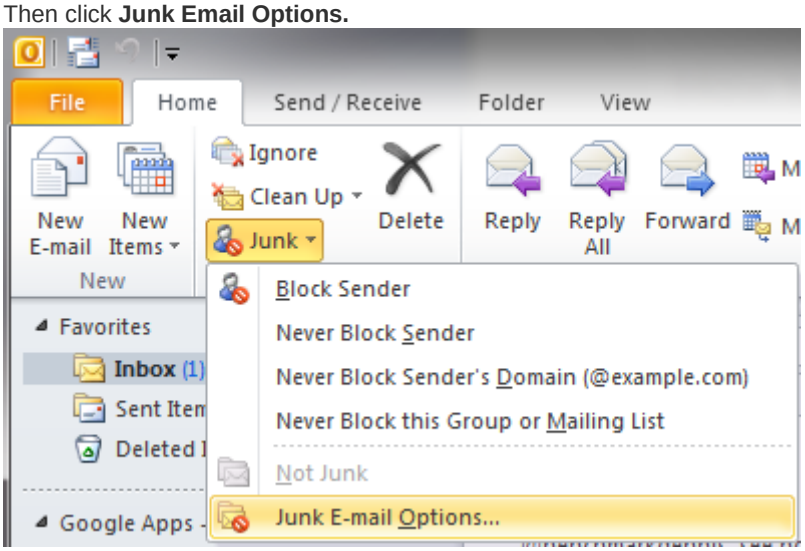
1. Open a message from the **desired sender**.
2. Go to the **Actions** option in the top tool bar.
3. Select Junk E-mail from the drop down menu.
4. Select the **Add Sender** to Safe Senders List option.

Outlook 2000 / Outlook 11

1. Open a message from the **desired sender.**
2. In the From field, right-click the email address.
3. Click the **Add to Contacts** link in the menu.
4. Click the **OK** button.

Outlook 2010 / Outlook 2013

1. Open Microsoft Outlook 2010 / 2013.
2. In the home tab, click the **Junk** drop down menu.
3. Then click **Junk Email Options.**



4. Navigate to the **Safe Recipients** tab.
5. Click the **Add** button.
6. Type in the desired senders **email address** or domain you want to whitelist, then click **OK.**

Outlook Express 6

1. Open a message from the **desired sender.**
2. In the From field, right-click the email address.
3. Click the **Add to Address Book** link in the menu.
4. Click the **OK** button.

Road Runner

1. Open **Junk Mail folder.**
2. Select emails you wish to add to your whitelist.
3. Click **Mark as Not Spam.**

Spam Assassin

1. In your hard drive, find your Spam Assassin folder. Click the folder.
2. Open the file named **user_prefs** with a text editor or Notepad. (If the file does not exist you can create it using the instructions on Spam Assassin's website.)
3. Make a new line with the text whitelist_from and the desired sender's email address or domain you wish to add.
4. Save the file and close it.

Verizon

1. Go to **Options** and select **Block Senders**.
2. In the Safe List, type your trusted address or domain.
3. Click **OK**.

Windows Live

1. Open a message from the **desired sender.**
2. Click **Mark as safe** next to the From name and address.
3. Now click **Add contact.**

Yahoo!

1. Open a message from the **desired sender**.
2. Now click **Add contact** next to the From name and address.

Are we missing your email service? Email ***Maylee.Stevenson@commerce.wa.gov*** *the name of your email service and we'll add it to the list.*