Whitelisting or Adding Senders to the Safe Senders List

Our notifications of new correspondence and responses to helpdesk tickets are sent in email format. Please use the instructions for Whitelisting or Adding Senders to the Safe Senders List below to ensure that you receive all email in future.
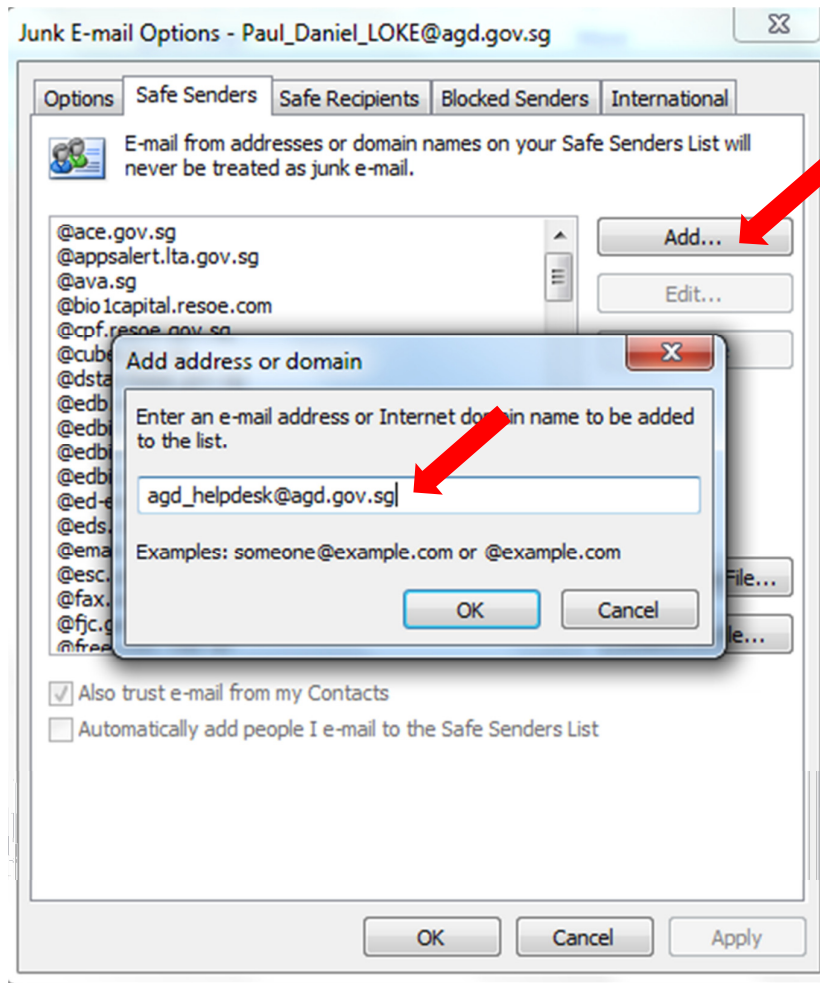
Take a recent email that you have received from agd_helpdesk@agd.gov.sg and follow the instructions below based on which email system you are using.

Outlook 2010
1. On the Home tab of the ribbon, click the dropdown arrow next to Junk.
2. Select Junk Email Options and click the Safe Senders tab.
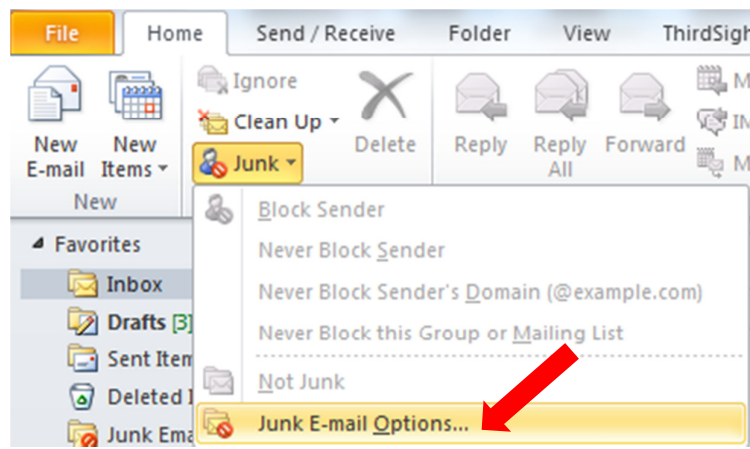
3. Click Add and enter the email address to the list box and then click OK.

Gmail Subscribers

1. From your mailbox, select the message received from agd_helpdesk@agd.gov.sg.
2. Click the arrow next to the Reply button in the top right of the message and select Add to Contacts List.
3. You will see an acknowledgement at the top of your message that the sender has been added to your Contacts list.

Hotmail Subscribers

1. From your mailbox, select the message received from agd_helpdesk@agd.gov.sg.
2. Click Mark as Safe, and then click Add Contact.

Yahoo Subscribers

1. From your mailbox, select the message received from agd_helpdesk@agd.gov.sg.
2. Click the + Add icon next to the return email address.
3. Click Save on the Add Contact dialog box that appears.