Adding OverDrive domain/IP address to safe sender list

To ensure that you receive emails from OverDrive (including Marketplace Welcome and Password Retrieval emails, newsletters, announcements, etc.), please take the steps to add the OverDrive domain or IP addresses to your safe senders list. This will indicate that emails from that domain or IP address are valid and should not be sent to your spam or junk email folder.

Instructions for commonly used email clients are provided in this document. Please let us know if you need instructions for a different email client.

Adding OverDrive domain / IP address to safe sender list - Enterprise Level

If your organization's email goes through an enterprise-level spam filter, ask your IT Department to add @overdrive.com and @e.overdrive.com to your safe senders list to make sure emails are not blocked before they reach your inbox.

If your organization uses G Suite (Google), please ask your IT Department to safelist OverDrive IP addresses as follows:
1. Sign in to the Google Admin console.
2. From the dashboard, go to **Apps** > **G Suite** > **Gmail** > **Advanced settings**.
3. In the Organizations section, highlight your domain.
4. In the Email whitelist section, enter the following IP addresses to make sure mail originating from these IP addresses is not labeled spam. Separate each IP address with a comma:
   207.54.136.2, 207.54.136.3, 207.54.136.4, 13.111.30.18
5. Click **Save changes**.

Adding OverDrive domain / IP address to safe sender list - Outlook 2010, 2013, 2016 and 2019

1. Open Outlook.
2. On the *Home* tab, in the *Delete* group, click **Junk**, and then select **Junk E-mail Options**.
3. In the *Junk E-mail Options* window, select the **Safe Senders** tab.
4. Under the *Safe Senders* tab, click the **Add** button.
5. In the *Add address or domain* window, type **@overdrive.com** and **@e.overdrive.com,** and click **OK**.
6. Click **Apply**.

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