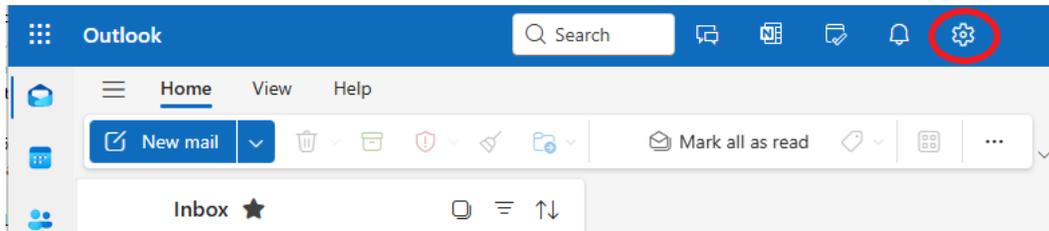


## Create a Safe Sender or White List an Email Address

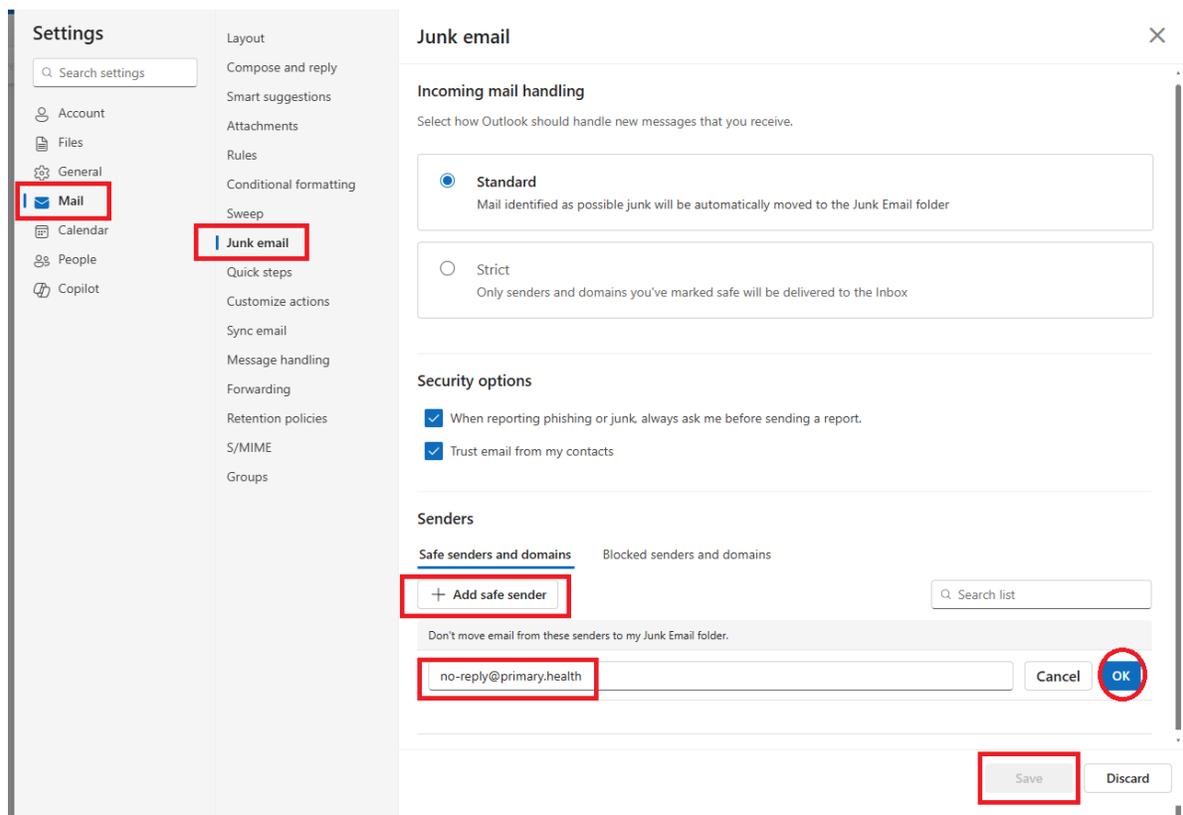
This process is much easier to do with Outlook Online than in the desktop version.

### ✓ Option 1: Add to Safe Senders List

1. **Log in** to [outlook.office.com/mail](https://outlook.office.com/mail) or your Office 365 Outlook account.
2. Click the **gear icon** (⚙️) in the upper-right corner.



3. Go to **Mail > Junk email**.
4. Under **Safe senders and domains**, click **“Add”**.
5. Type the email address (e.g., `example@domain.com`) or domain (e.g., `@domain.com`).
6. Click **Save**.



For example, if you were to White List `no-reply@primary.health`

Enter the email address and click **Ok** and **Save**.

If you need help logging into Outlook, please visit [How to Log Into MNHC or Outlook](#)

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### **Option 2: Mark as "Not Junk"**

If the email has already gone to your Junk folder:

1. Open the **Junk Email** folder.
  2. Find the email you want to whitelist.
  3. Right-click the message and select **"Mark as not junk"**.
  4. Outlook will move it to your Inbox and learn that it's safe.
- 

To "**whitelist an email address**" means to **mark it as safe or trusted**, so that emails from that address are **not blocked or sent to the spam/junk folder**.

When you whitelist an email, you're telling your email provider (like Gmail, Outlook, etc.):

"Always deliver messages from this sender to my inbox."

### **Why would someone do this?**

- To make sure they receive important emails (e.g., from a friend, coworker, or company).
  - To prevent automated systems from mistakenly flagging a trusted sender as spam.
- 

The interface may vary slightly depending on updates, so the images shown may not exactly match what you see. However, the overall process remains the same.