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 <u>outlook.office.com/mail</u> or your Office 365 Outlook account.
- 2. Click the gear icon (\bigcirc) 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.

Settings	Layout	Junk email	×
Q. Search settings Account Files General Calendar People Copilot 	Compose and reply Smart suggestions Attachments Rules Conditional formatting Sweep Junk email Quick steps Customize actions Sync email Message handling Forwarding Retention policies S/MIME Groups	Incoming mail handling Select how Outlook should handle new messages that you receive.	Í
		Standard Mail identified as possible junk will be automatically moved to the Junk Email folder	
		O Strict Only senders and domains you've marked safe will be delivered to the Inbox	
		Security options When reporting phishing or junk, always ask me before sending a report. Trust email from my contacts	
		Safe senders and domains Blocked senders and domains + Add safe sender Q. Search list	
		Don't move email from these senders to my Junk Email folder. no-reply@primary.health Cancel	
		Save	ard

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

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.