

How to Whitelist a Domain or Email address in Outlook, Gmail and Yahoo

How to Whitelist a Domain or Email address in Outlook

Site Builder Support <sitebuilderu3a@googlemail.com> wrote:

The cause of this issue is almost certainly that the Outlook mail servers are treating emails sent from the website as Spam. If the messages are not in the Junk or spam folder and not found, the messages have probably been lost altogether by Outlook.

This is unusual because we use an email service from Amazon that generates very little spam so is generally recognised by receiving mail servers as genuine and our "bounce rate" is very low.

The way around this is to "whitelist" the address that is sending out the emails (donotreply@u3asites.org.uk), by adding it to the "Safe Senders" list in Outlook, or better still whitelist the whole domain (@u3asites.org.uk) where our emails originate.

This can be done as follows - note that this has to be done on the Outlook website not in the email program:

<https://www.lifewire.com/add-address-domain-safe-senders-outlook-1173760>

Regards,

Richard Andrews

U3A Site Builder Support

To Whitelist using Outlook Web Mail see below.

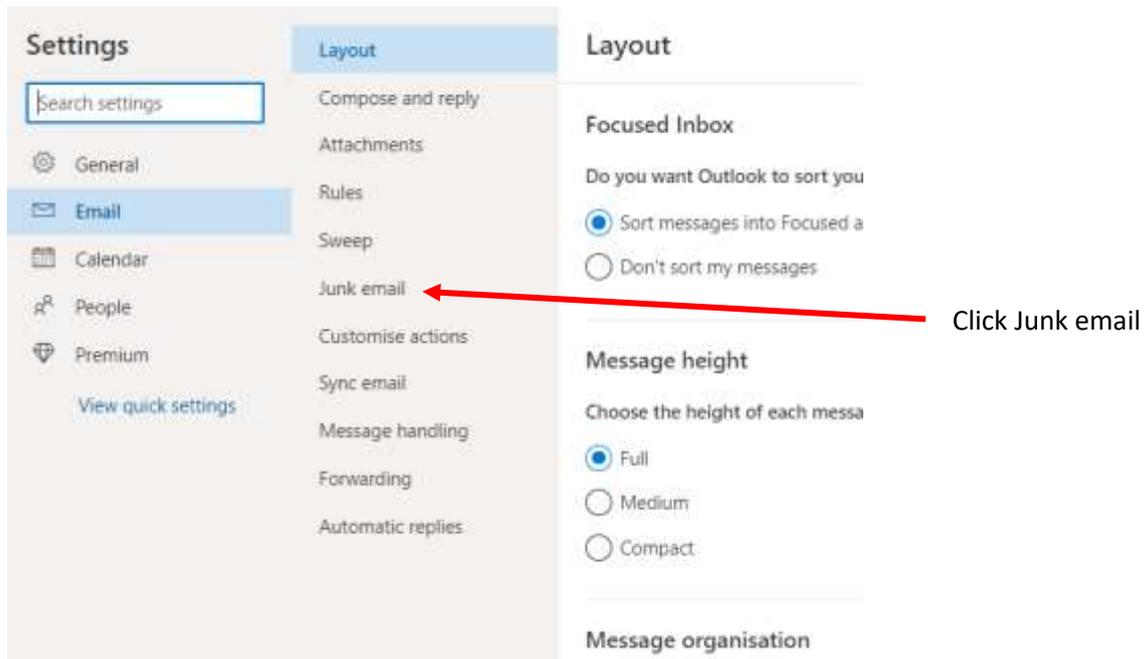
See Screen Dumps Below

Login to your Outlook Web Mail and display the first screen showing the "Inbox" and other folders.

The image shows the Outlook Web Mail interface. On the left is a navigation pane with a 'New message' button at the top. Below it are sections for 'Favourites' (including 'Your family'), 'Folders' (including 'Inbox', 'Junk Email', 'Drafts', 'Sent Items', 'Deleted Items', 'Archive', 'Notes', 'Conversation Hist...'), and 'Groups' (including 'Your family'). A red arrow points from the top right of the navigation pane towards the top of the main content area.

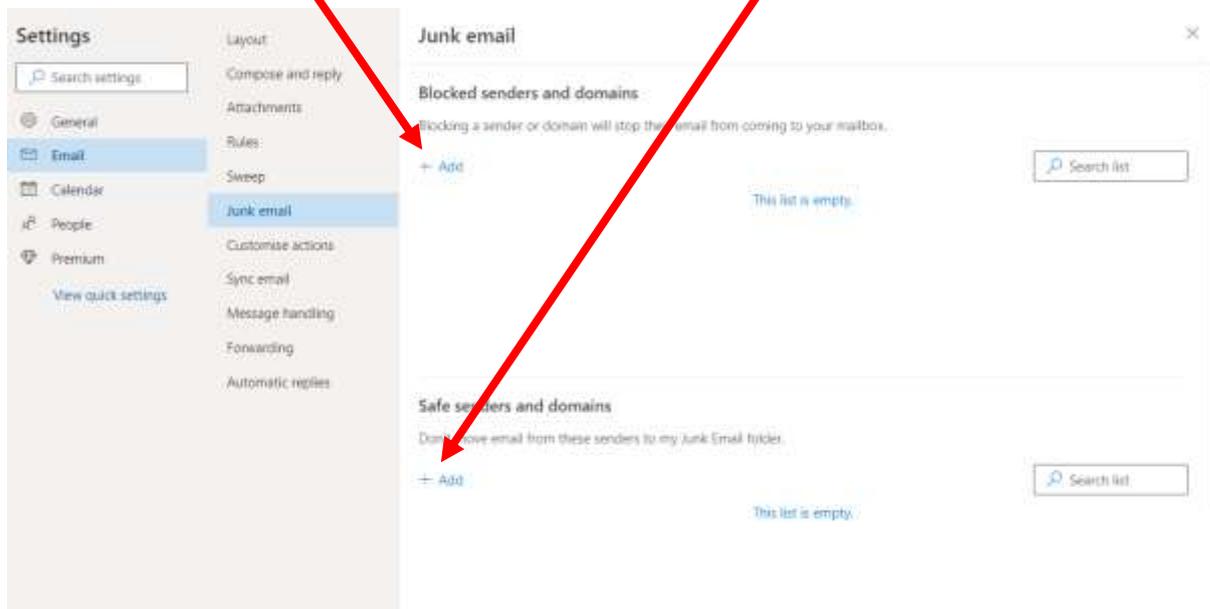
The main content area has a blue header bar with icons for 'Meet now', a search icon, a refresh icon, a print icon, a settings icon (a gear), a help icon (a question mark), and a user profile icon (labeled 'NG'). A red arrow points from the text 'Click on the Settings Icon' to the gear icon.

The 'Settings' pane is open on the right, showing a search bar 'Search Outlook settings'. Below it are sections for 'Theme' (with a grid of theme thumbnails), 'View all' (a link), 'Dark mode' (a toggle switch), 'Focused Inbox' (a toggle switch), 'Desktop notifications' (a toggle switch), 'Display density' (with 'Full', 'Medium', and 'Compact' options), and 'Conversation view' (with radio buttons for 'Newest messages on top', 'Newest messages on bottom', and 'Off'). A red arrow points from the text 'Click View all Outlook settings' to the 'View all Outlook settings' link at the bottom of the settings pane.

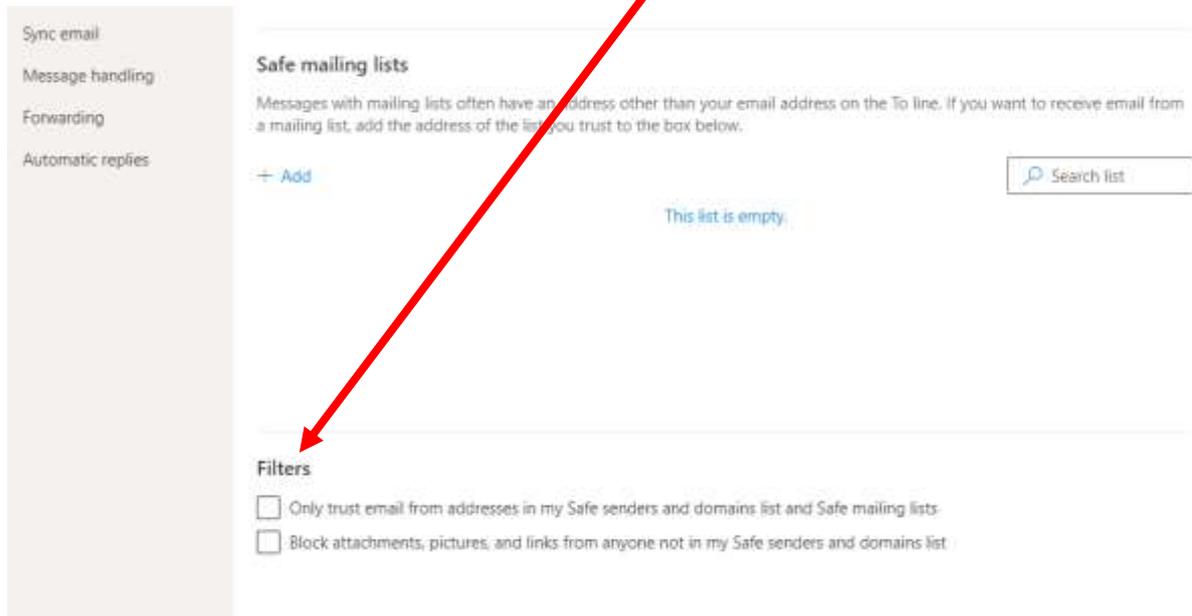


You can block senders or domains by selecting "+ Add" and adding them here.

You can ensure that senders or domains are NOT blocked by selecting "+ Add" and adding them here.



You can also select the appropriate filters by ticking the boxes below.



When you have finished click the “Save” button at the bottom of the screen

How to Whitelist an Email in Google Mail

This system is different for Gmail, if you have any blocked senders they will be on a list. Log in to your Gmail inbox, go to the “Settings” (cog)>” See All Settings”>Tab labelled “Filters & Blocked Addresses”. If an address is blocked it will be in the list. If you want to unblock just click on the “unblock” at the right hand side of the required email address.

How to Whitelist an Email in Yahoo

1. Open Yahoo Mail and log into your account.
2. Navigate to “Settings” then click “More Settings.”
3. Select “Filters” and hit “Add” to enter the email you'd like to whitelist. (u3asites.org.uk)
4. Name the filter as (u3a website) and add the email address (u3asites.org.uk)
5. Select to send all mail to “Inbox.”
6. Save your settings.

Now do the same for the Beacon site using the **filter name** as ([u3abeacon](http://u3abeacon.org.uk)) and **address** as (u3abeacon.org.uk).

This should allow emails from the u3a website and Beacon system to be received in your Inbox.