

## Why you are not receiving the emails

Services like Gmail, Outlook.com and Yahoo! Mail block email to protect you from unwanted or malicious email such as phishing, scams and spam. In this case, they are mistaking email that you want for email that you don't want.

If ask your email provider to unblock or **whitelist** an email address, email from that address will be more likely to get through. Here is an explanation of how to do that for [Gmail](#), [Outlook.com](#) or [Yahoo! Mail](#).

## How to whitelist an email address with Gmail

Sign in to your account at [Gmail.com](#) and do the following.

### Add the address to your contacts

Add the **email address** that is sending you email (eg media@louthmvc.co.uk) to your Gmail Contacts. Google will usually deliver email from addresses that are in your Contacts.

### Mark messages as 'Not spam'

If Gmail has marked emails you wish to whitelist as spam, tell Gmail the emails are not spam.

1. In Gmail, navigate to the spam folder.
2. Search for emails containing the **domain** you wish to whitelist (eg louthmvc.co.uk).
3. Select all the emails shown.
4. Click **More** and then **Not spam**.

### Create a filter for the address

Create a filter to tell Google to whitelist email from a domain.

1. Click the cog icon in the top-right corner, and then **Settings**
2. Click on **Filters** and then **Create a new filter**
3. **Either**
  - enter the **domain** of the email you want to whitelist in the **From** field **or**
  - enter the **email address** of the **domain** you want to whitelist in the **To** field
4. Click **Create filter with this search**
5. In the box headed **When a message arrives that matches this search** select **Never send it to spam**
6. Click the **Create filter** button

Filter  
From

To

Subject

Has the words

To whitelist all email from a domain, enter the domain in the From field

Tips:

- Do not enter email addresses in both the **From** and **To** fields as Gmail will only filter in emails that meet both criteria
- In both the **From** and **To** fields, you can enter either a specific email address or an entire domain

See also Google's help on [Legitimate mail is marked as spam](#).

# How to whitelist an email address with Outlook.com

For Outlook.com, Windows Live Mail, Hotmail and MSN Mail, sign in to your account at [Outlook.com](https://outlook.com) and do the following.

## Add the address to your contacts

Add the **email address** that is sending you email (eg [media@louthmvc.co.uk](mailto:media@louthmvc.co.uk)) to your Outlook.com Contacts. Outlook.com will usually deliver email from addresses that are in your Contacts.

## Add the address to your safe senders

1. Click the cog icon in the top-right corner and then **More mail settings**
2. Select **Safe and blocked senders** and then **Safe senders**
3. Add add the **domain** of the email you want to whitelist to the list of **Safe senders**
4. Return to **Safe and blocked senders** and then select **Safe mailing lists**
5. Add the **email address** of the online group you want to whitelist to the list of **Safe mailing lists**

### Safe senders and domains:

A screenshot of the Outlook.com interface showing the 'Safe senders and domains' list. The list is enclosed in a thin grey border and contains a single entry: 'louthmvc.co.uk'. The text is in a standard sans-serif font.

To whitelist all email from a domain, add the domain to the list of safe senders

### Tips:

- In both the **Safe senders** and **Safe mailing lists**, you can enter either a specific email address or an entire domain
- In both the **Safe senders** and **Safe mailing lists**, you can enter multiple domains or email addresses

See also Outlook.com's help on [I didn't receive an email someone sent me](#).

# How to whitelist an email address with Yahoo! Mail

Sign in to your account at [Yahoo! Mail](#) and do the following.

## Add the address to your contacts

Add the **email address** that is sending you email (eg [media@louthmvc.co.uk](mailto:media@louthmvc.co.uk)) to your Yahoo! Mail Contacts. Yahoo! will usually deliver email from addresses that are in your Contacts.

## Create a filter for the address

1. Mouse over the Settings menu icon and select **Settings**
2. Click **Filters** and then **Add**
3. Enter a **Filter Name**
4. enter the **domain** of the email you want to whitelist in the **Sender** field,
5. Select **Inbox** as the folder to deliver the email to
6. Click **Save** and then click **Save** again

<input type="text" value="choir"/>	
Sender	Match
<input type="text" value="Contains"/>	<input type="text" value="louthmvc.co.uk"/>
Recipient	Match
<input type="text" value="Contains"/>	<input type="text"/>
Subject	Match
<input type="text" value="Contains"/>	<input type="text"/>

To whitelist all email from a domain, enter the domain in the Sender field

See also Yahoo! Mail's help on [An email was wrongly filtered as spam](#).