

GSD. Outlook - Add a Domain to the Safe Senders List

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General Information:

Possible symptoms/errors:

User wants to know how to Add a Domain to the Safe Senders List

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

E-mail addresses and domain names in the Safe Senders List automatically go to the Outlook Inbox and are never moved to the Junk Email folder, regardless of its content. This guide shows how to add E-mail addresses and domains to the Safe Senders List; both in the Outlook client and the Outlook Web App (OWA).

Outlook ApplicationOutlook Online

Details:

A. Outlook Application

Advise user to navigate to the Home tab and select Junk > Junk Email Options...

On the Junk E-mail Options dialog box, user must go to the Safe Senders tab then click on the Add... button.

In the Add address or domain dialog box, advise user to enter the email address or domain name which they want to whitelist and to click OK.

The email address or domain will now appear in the Safe Senders List. Finally, user must click Apply, then OK.

To add a sender to the Safe Senders List directly from his/her email, guide user to follow the steps below:

Advise user to select the email message from the sender they want to add to the Safe Senders List. User must Right click on the selected email, click on Junk and then select Never Block Sender.

Inform user to click OK on the confirmation dialog box.

B. Outlook Online

Advise user to open the Office Portal Online then to select Outlook icon.

User must click on the Settings icon and then select View all Outlook settings.

Under Settings, inform them to select Mail then click Junk email.

4. Under the Safe senders and domains, user must click on Add then type in the email address or domain name which they want to add to the Safe Senders List.

Once done, inform them to click Save to save their changes.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A