How to whitelist an email address with Gmail, Outlook.com or Yahoo! Mail

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You are trying to reset your password. The site says "check your inbox for a password reset email". But there is no email in your inbox. This frustrating problem can also occur when you are signing up with a site, or adding an email address to your profile. It can also stop you getting posts from an online group (aka listserv or mailing list).

With sites like **Gmail**, **Outlook.com** or **Yahoo! Mail**, who are you going to call?

You can get the email you want by **whitelisting** an email address with Gmail, Outlook.com or Yahoo! Mail. This guide explains how to do that.

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 support@onlinegroups.net) 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 onlinegroups.net).
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 or online group.

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 online group 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

onlinegroups.net

To

Subject

Has the words

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

Filter

From

To

ogn_admins@onlinegroups.net

Subject

Has the words

To whitelist an online group, enter the group email address in the To 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
- To enter multiple domains in each field separate them with OR as in "onlinegroups.net OR groups.yahoo.com"

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 and do the following.

Add the address to your contacts

Add the **email address** that is sending you email (eg support@onlinegroups.net) 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:

@onlinegroups.net

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

Safe mailing lists:

ogn_admins@onlinegroups.net

To whitelist an online group, add the group address to the list of safe mailing lists

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 support@onlinegroups.net) 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. **Either**
   - enter the **domain** of the email you want to whitelist in the **Sender** field, **or**
   - enter the **email address** of the [online group](#) you want to whitelist in the **Recipient** field
5. Select **Inbox** as the folder to deliver the email to
6. Click **Save** and then click **Save** again

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

OnlineGroups.net Administrators

Sender   Match
Contains   ▾

Recipient   Match
Contains   ▾   ogn_admins@onlinegroups.net

Subject   Match
Contains   ▾

To whitelist an online group, enter the group email address in the Recipient field

Tips:

- Do not enter email addresses in both the **Sender** and **Recipient** fields as Yahoo! Mail will only filter in emails that meet both criteria
- In both the **Sender** and **Recipient** fields, you can enter either a specific email address or an entire domain
- Create a new filter for each domain or email address you want to whitelist

See also Yahoo! Mail's help on An email was wrongly filtered as spam.