

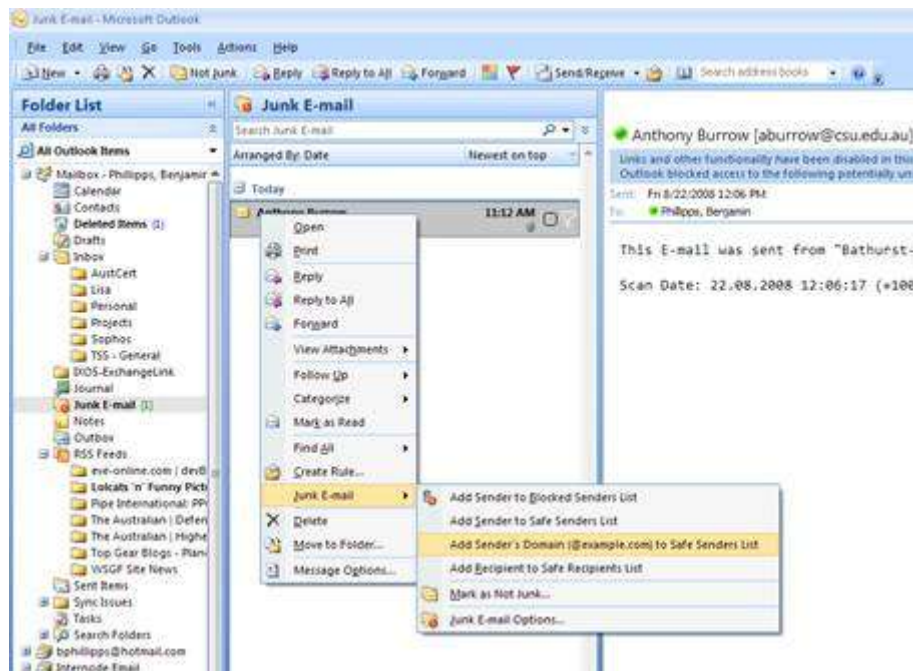
How to - Outlook - Add a domain to safe senders list for Microsoft Outlook 2007

These steps will assist you if;

- you have found that some emails are going to your Junk email folder and you want them to go to your Inbox
- you are scanning documents and sending them to your email account and it appears they have not been received

Instructions

1. If you have sent a scanned document to your email account and cannot locate it, check your Junk folder.
2. Go to your Junk email folder and select the email that you want to go to your inbox
3. Right click on the email and select Junk email and then select Add senders domain to Safe Senders List.
4. Drag your email back to inbox, or right click on the email in the Junk folder and select move to Folder, then select Inbox and click OK



Other information

Also trust e-mail from my Contacts

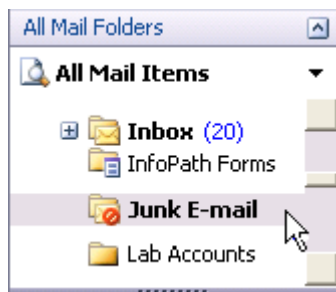
E-mail addresses that are listed in your Contacts are considered safe by the Junk E-mail Filter if the **Also trust e-mail from my Contacts** check box is selected (the default setting). However, you might also sometimes send e-mail to recipients who are not listed in your Contacts. Such recipient addresses are not considered safe by default. If you want these addresses to be considered safe, do the following:

1. On the **Tools** menu, click **Options**.
2. On the **Preferences** tab, under **E-mail**, click **Junk E-mail**.
3. Click the **Safe Senders** tab.
4. Select the **Automatically add people I e-mail to the Safe Senders List** check box.

Depending on the Junk E-mail Filter protection level that you set, some messages that you want to see might be moved to the **Junk E-mail** folder instead. For this reason, it is recommended that you periodically review the messages in your **Junk E-mail** folder to ensure that you are not missing any legitimate messages.

To mark a particular message as not junk, follow these steps:

1. In **Mail**, click the **Junk E-mail** folder in the Navigation Pane (Navigation Pane: The column on the left side of the Outlook window that includes panes such as Shortcuts or Mail and the shortcuts or folders within each pane. Click a folder to show the items in the folder.).



2. Right-click any message that you want to mark as not junk.
3. On the shortcut menu, point to **Junk E-mail**, and then click **Mark as Not Junk**.

To quickly mark a message as not junk by using the keyboard, select the message, and then press CTRL+ALT+J.

NOTES

A message that is marked as not junk is moved either to your **Inbox** or to the folder in which it was previously located. If you have more than one e-mail account, the message will be moved to the **Inbox** (or appropriate other folder) in the active e-mail account.

When you mark a message as not junk, you are given the option of adding the sender or the mailing list name to your Safe Senders List or Safe Recipients List.

Any message that is sent to the **Junk E-mail** folder is converted to plain text format, and any links that it contains are disabled. When you move the message out of the **Junk E-mail** folder, how it is handled depends on how it is categorized:

If the message is categorized as spam but not as suspicious When you move the message out of the **Junk E-mail** folder, its original message format is restored, and any links are enabled.

If the message is categorized as suspicious When you move the message out of the **Junk E-mail** folder, its original message format is restored, but any links remain disabled by default.

Safe Senders List



If the filter mistakenly marks an e-mail message as a junk e-mail message, you can [add the sender of that message to the Safe Senders List](#). E-mail addresses and domain names in the Safe Senders List are never treated as junk e-mail, regardless of the content of the message.

All of the e-mail addresses in your Contacts are included in this list if the **Also trust e-mail from my Contacts** check box is selected (the default setting). With this setting, messages from people in your **Contacts** folder will never be treated as junk e-mail messages.

E-mail addresses of people who are not listed in your Contacts but with whom you correspond are included in this list if you select the **Automatically add people I e-mail to the Safe Senders List** check box. (This check box is not selected by default.)

A recipient's e-mail address is saved in the list by default only when you create and send a message manually in Outlook, as opposed to the message being generated automatically by a program.

Personal distribution lists cannot be added by using this check box.

If you accidentally reply to a spammer's e-mail message (for example, by sending a request to unsubscribe from the spammer's mailing list) while this check box is selected, that spammer's e-mail address will be added to the Safe Senders List. If you notice the spammer's subsequent messages in your **Inbox**, you must add the spammer's e-mail address to the Blocked Senders List and remove the corresponding entry from the Safe Senders List. If the same address appears in both the Blocked Senders List and the Safe Senders List, the Safe Senders List takes precedence, and the address will not be considered unsafe.

If you are using an Exchange account, all of the names and e-mail addresses in the Global Address List (Global Address List: The address book that contains all user, group, and distribution list e-mail addresses in your organization. The administrator creates and maintains this address book. It may also contain public folder e-mail addresses.) are automatically considered safe.

You can also configure Outlook so that it accepts messages only from people in your Safe Senders List. This configuration gives you complete control over which messages are delivered to your **Inbox**.

Safe Recipients List



If you belong to a mailing list or a distribution list, you can add the list sender to the Safe Recipients List, so that messages sent to these e-mail addresses or domain names are never treated as junk, regardless of the content of the message.

Blocked Senders List



You can easily block messages from particular senders by adding their e-mail addresses or domain names to the Blocked Senders List. When you add a name or e-mail address to this list, Outlook moves any incoming message from that source to the **Junk E-mail** folder. Messages from people or

domain names that appear in this list are always treated as junk, regardless of the content of the message.

If you have existing lists of safe or blocked names and addresses, you can import them into Outlook.

International - Blocked Top-Level Domains List



To block unwanted e-mail messages that come from another country or region, you can add country/region codes to the Blocked Top-Level Domains List.

This list enables you to block e-mail addresses that end in a specified top-level domain. For example, selecting the **CA [Canada]**, **US [United States]**, and **MX [Mexico]** check boxes in the list would block messages from e-mail addresses that end in .ca, .us, and .mx. Additional country/region codes appear in the list.

International - Blocked Encodings List



To block unwanted e-mail messages that appear in another language, you can add encodings to the Blocked Encodings List.

This list enables you to block all e-mail addresses in a specified language encoding (encoding: A method for representing characters in HTML or plain-text e-mail messages, examples include US-ASCII, Unicode (UTF-8), and Western European (ISO). Outlook automatically selects an optimal encoding for outgoing e-mail messages.), also known as a *character set*. Today, the vast majority of junk e-mail is sent in US-ASCII encoding. The remainder is sent in various other international encodings. The Blocked Encodings List list gives you the ability to filter out unwanted international e-mail that is displayed in languages that you don't understand.