

How to Add an Email Address to your Safe Senders' List

An increasing number of e-mail clients (Outlook, AOL, Hotmail, etc.) are including spam blockers that can affect delivery and display of some e-mail messages. This means that sometimes those desired e-mail communications might not reach you, or they might be displayed without images.

To ensure that you continue receiving your e-mail or your subscriptions, and that they display properly, we recommend adding the email address or domain to your list of safe senders. Here are some instructions to help you do that:

When you send a message to a person or organization that isn't an Outlook contact, by default, the recipient email address isn't added to the **Safe Senders List**. This means that when the recipient replies to your message, the reply message might be moved to the **Junk E-Mail** folder.

To make sure that your message recipients, even if they aren't an Outlook contact, are on your **Safe Senders List**, do the following.

Outlook 2010

1. On the **Home** tab, in the **Delete** group, click **Junk**, and then click **Junk E-mail Options**.
2. On the **Safe Senders** tab, select the **automatically add people I e-mail to the Safe Senders List** check box.

- **Outlook 2007 or Outlook 2003:** You have several options to choose from:

1. Go to "Actions" on your e-mail menu bar. Select "Junk E-mail" from your pull-down menu. Select "Add Sender to Safe Senders List."
2. Right-click in the message and select "Add the Sender to Safe Senders List".
3. Go to Tools on the menu bar. Select "Options" in the pull-down menu. Under "Preferences", select "Junk E-mail". Then click on the "Safe Sender" tab. Click the "Add" button. Type the email address of the sender in the text box.

- **Outlook Express:**

1. Go to "Actions" on your e-mail menu bar. Select "Junk E-mail" from your pulldown menu. Select "Add Sender to Safe Senders List."
2. Right-click in the message and select "Add the Sender to Safe Senders List".
3. Go to Tools on the menu bar. Select "Options" in the pull-down menu. Under "Preferences", select "Junk E-mail". Then click on the "Safe Sender" tab. Click the "Add" button. Type the email address of the sender in the text box.

- **AOL 9:** You can do either of the following:

1. Add the e-newsletter mail address to your address book.
2. Reply to the newsletter. If you reply to your email, AOL will automatically put the e-newsletter address in your address book.

- **AOL 8:**

1. Open the e-mail.
2. Click the "Add Address" icon on the right.
3. The e-mail address is pre-populated in the "Contact Details" pop-up
4. Verify that the pre-populated information is correct
5. Click "Save"

- **MSN Hotmail:**

1. Go to the "Options" page.
2. On the left side of the page, click "Mail," and then click "Junk E-Mail Protection."
3. Click "Add Senders to Safe List."
4. Type out the email address of the sender and then click "Add."

- **Yahoo! Mail:**

1. Use the "Not Spam" button to report messages you want in your Inbox that were delivered to your Bulk folder.

- **Earthlink:** If you have the e-newsletter e-mail address in your Address Book, Earthlink will not block it.

1. Go to your Address Book, click the "Add" button. You only need to enter the e-mail address under Internet Information.

- **Gmail:**

1. Open the e-mail
2. Click "More Options" in the e-mail header.
3. Click "Add Sender to Contact List"

- **Apple Mail**

1. Add the email address to your address book.
2. In Training mode, emails will arrive in the INBOX highlighted in brown. In Automatic mode, junk emails will arrive in the Junk box. To add an email that arrived in the JUNK folder, highlight the email message.
3. Choose Message > Mark > As Not Junk Mail

Unblock a sender in AOL

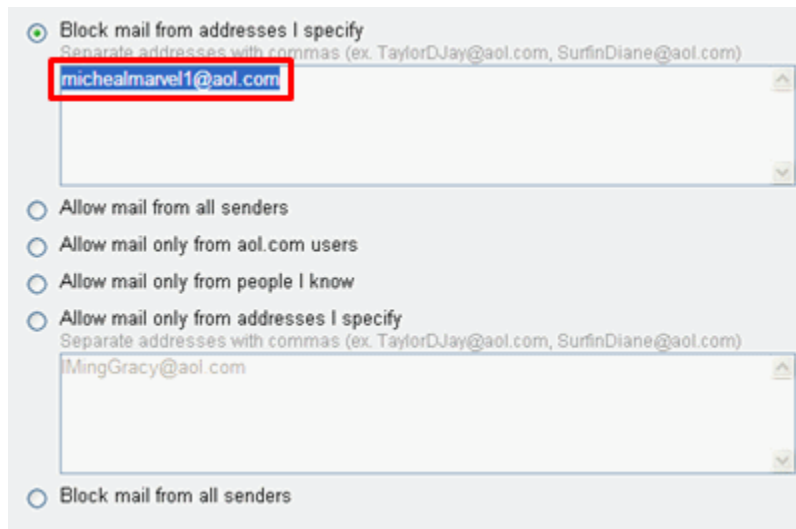
If you accidentally blocked someone and you no longer receive emails from that person, you can unblock the person at anytime.

To unblock a sender

1. Go to AOL Keyword: [Mail Controls](#).

Note: This keyword can be accessed only within the AOL software. However, the keyword feature is not available in AOL Desktop v10.1.

2. In the **Block mail from addresses I specify** text box, remove the email address that you wish to receive emails from.



The screenshot shows the 'Block mail from addresses I specify' section of the AOL Mail Controls. It features a text box containing the email address 'michealmarvel1@aol.com', which is highlighted with a red rectangular box. Below this text box are four radio button options: 'Allow mail from all senders', 'Allow mail only from aol.com users', 'Allow mail only from people I know', and 'Allow mail only from addresses I specify'. The 'Allow mail only from addresses I specify' option is selected. Below these options is another text box containing the email address 'MingGracy@aol.com'. At the bottom of the section is a radio button option for 'Block mail from all senders'.

3. Click **Save**.



The screenshot shows the 'Spam Settings' section of the AOL Mail Controls. It features two checkboxes: 'Block mail containing pictures or files' and 'Send mail containing specific words and phrases to my Spam folder'. Below these checkboxes is a text box for specifying words and phrases, which is currently empty. Below the text box is a dropdown menu set to 'Permanently delete blocked mail'. At the bottom of the section are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red rectangular box. At the bottom of the window, there are links for 'Terms of Service', 'Privacy Policy', 'Trademarks', and 'Shortcuts', and a copyright notice for '© 2010 AOL Inc. All Rights Reserved'.

4. Close the **Spam Settings** window. To learn more about Mail controls, read our help article