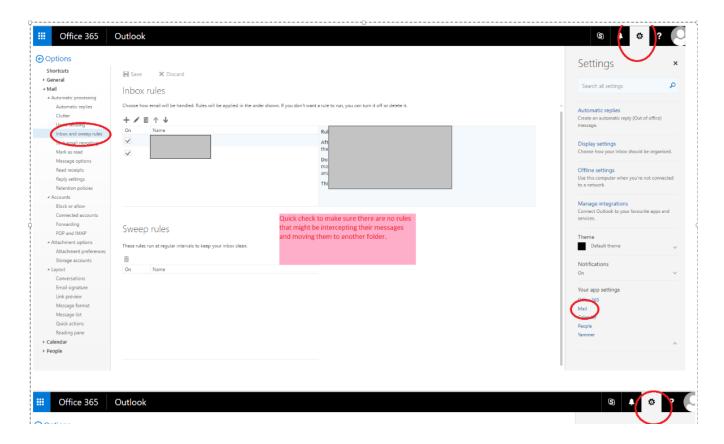
## **Emails Not Received From a Particular Domain or Sender**

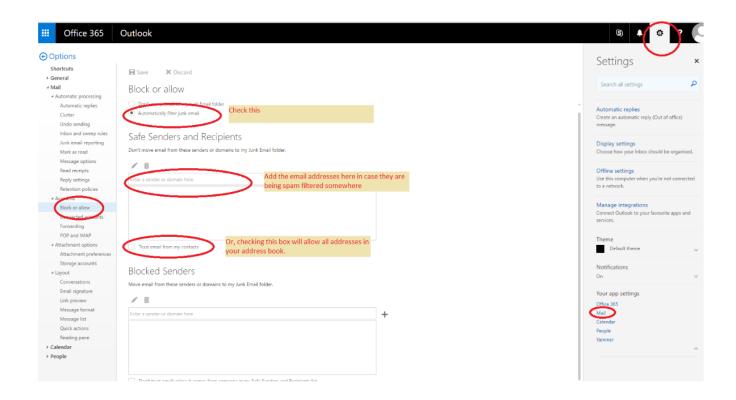
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This article relates to the non-receipt of emails, particularly relates to Outlook email accounts, especially Office 365 online, where there is no router involved so the filtering is probably due to settings.

- 1. Log into the 365 account online;
- 2. Go to Settings (top-right);
- 3. Check the rules for anything that could cause the problem e.g. a rule grabbing keywords could be to blame: *Mail>Automatic Processing>Inbox and sweep rules*;
- 4. Check the senders are not in the Blocked Senders list;
- The most likely check is in Mail>Accounts>Block or allow check the Automatically filter junk mail box;
- 6. Enter the problem email addresses in the Safe Senders and Recipients, and/or...
- 7. Check the *Trust email from my contacts* box if they are in the contacts list.

Additionally, see this page for more ideas if necessary.





Posted - Wed, Jun 28, 2017 at 3:46 PM. This article has been viewed 5244 times.

Online URL: https://knowledgebase.stickman.co.uk/article.php?id=144