

# Emails Not Received From a Particular Domain or Sender

Article Number: 144 | Rating: Unrated | Last Updated: Wed, Jun 28, 2017 at 3:54 PM

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;
5. 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.



The screenshot shows the Outlook 'Options' pane on the left, the main 'Block or allow' settings area in the center, and the 'Settings' pane on the right. The 'Block or allow' section has three radio buttons: 'Don't move mail to my Junk Email folder' (unchecked), 'Automatically filter junk email' (checked), and 'Trust email from my contacts' (unchecked). The 'Safe Senders and Recipients' section has a text input field 'Enter a sender or domain here' and a checkbox 'Trust email from my contacts'. The 'Blocked Senders' section has another 'Enter a sender or domain here' input field. Annotations include: a red circle around the gear icon in the top right; a yellow box with 'Check this' pointing to the 'Automatically filter junk email' radio button; a yellow box with 'Add the email addresses here in case they are being spam filtered somewhere' pointing to the 'Enter a sender or domain here' input field; and a yellow box with 'Or, checking this box will allow all addresses in your address book.' pointing to the 'Trust email from my contacts' checkbox. In the 'Settings' pane, the 'Mail' option under 'Your app settings' is circled in red.

Posted - Wed, Jun 28, 2017 at 3:46 PM. This article has been viewed 4586 times.

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