

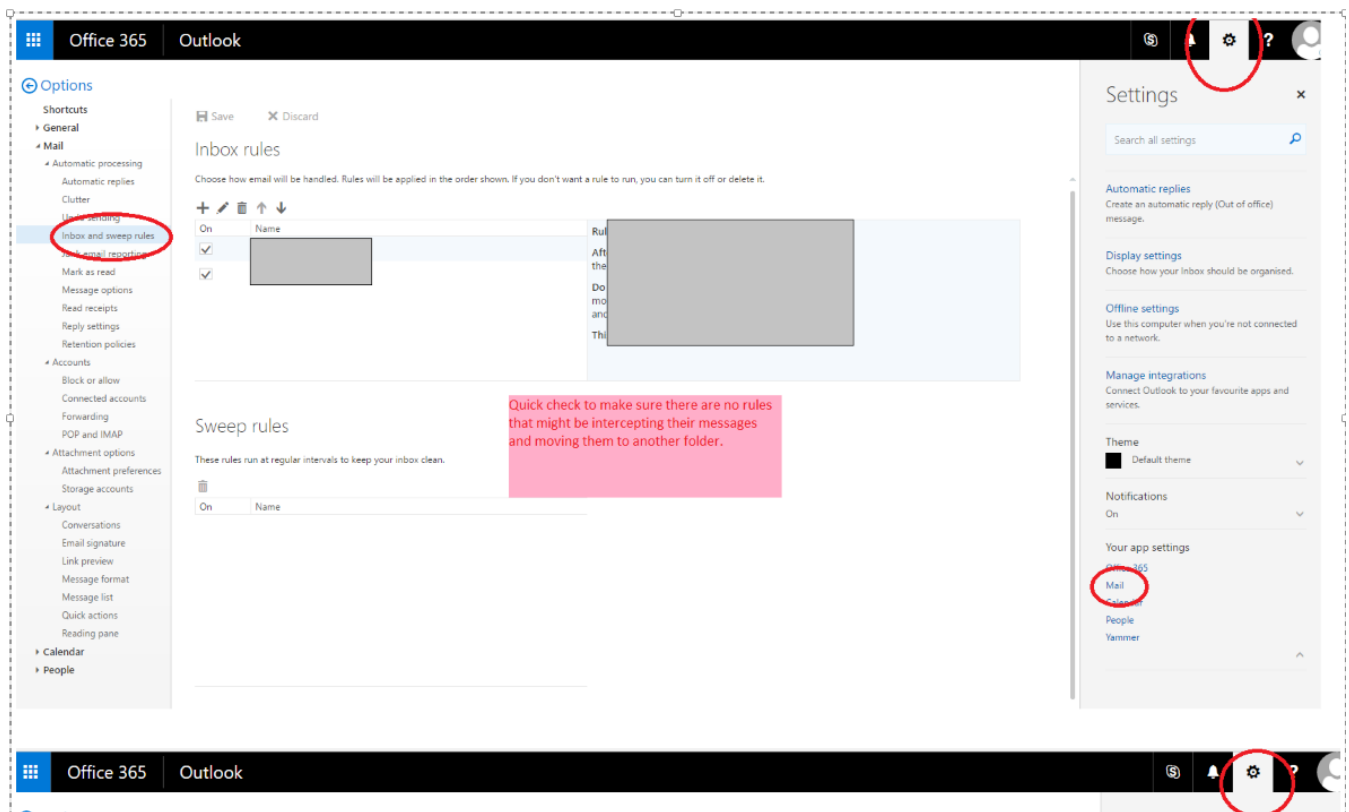
Emails Not Received From a Particular Domain or Sender

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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;
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 settings area in the center, and the 'Settings' pane on the right. The 'Options' pane has 'Block or allow' selected under the 'Mail' section. The main settings area is titled 'Block or allow' and has two radio buttons: 'Don't move mail to my Junk Email folder' (unchecked) and 'Automatically filter junk email' (checked). A yellow callout box points to the checked option with the text 'Check this'. Below this is the 'Safe Senders and Recipients' section with the instruction 'Don't move email from these senders or domains to my Junk Email folder.' It features a text input field 'Enter a sender or domain here' circled in red, with a callout box saying 'Add the email addresses here in case they are being spam filtered somewhere'. Below that is a checkbox 'Trust email from my contacts' also circled in red, with a callout box saying 'Or, checking this box will allow all addresses in your address book.' The 'Blocked Senders' section below has another 'Enter a sender or domain here' input field. The 'Settings' pane on the right has 'Mail' circled in red under the 'Your app settings' section. The top of the Outlook window shows 'Office 365 Outlook' and a gear icon circled in red.

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