

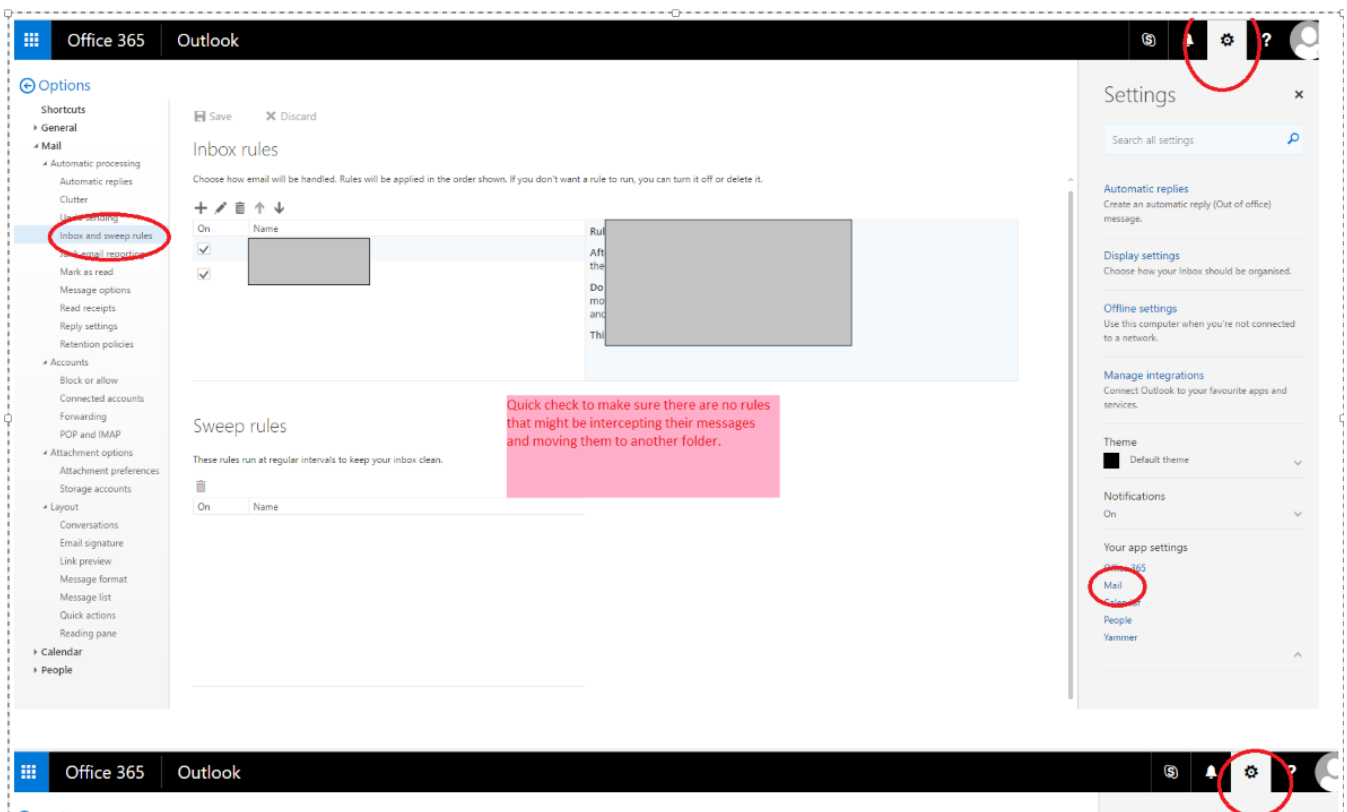
Emails Not Received From a Particular Domain or Sender

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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, with 'Block or allow' selected. The main area displays the 'Block or allow' settings. The 'Automatically filter junk email' option is selected and circled in red, with a yellow callout box pointing to it that says 'Check this'. Below this, the 'Safe Senders and Recipients' section has a text input field circled in red, with a yellow callout box that says 'Add the email addresses here in case they are being spam filtered somewhere'. The 'Trust email from my contacts' checkbox is also circled in red, with a yellow callout box that says 'Or, checking this box will allow all addresses in your address book.' The 'Blocked Senders' section is visible below. On the right, the 'Settings' pane is open, with the 'Mail' option under 'Your app settings' circled in red. The top of the Outlook window shows the 'Office 365 Outlook' title bar and a settings gear icon circled in red.

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