Emails Not Received From a Particular Domain or Sender

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.
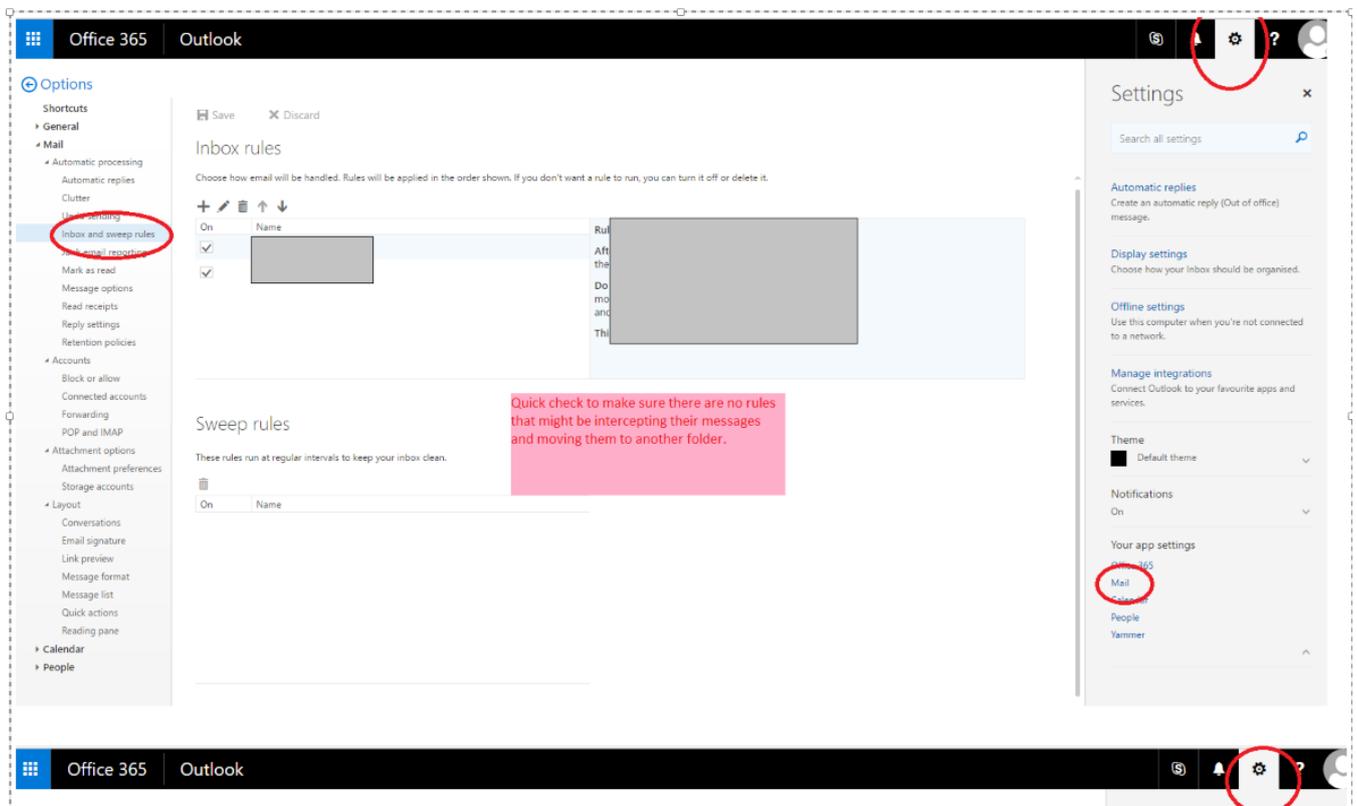
Office 365   Outlook

Options

Shortcuts
General
Mail
  Automatic processing
    Automatic replies
    Clutter
    Undo sending
    Inbox and sweep rules
    Junk email reporting
    Mark as read
    Message options
    Read receipts
    Reply settings
    Retention policies
  Accounts
    Block or allow
    Connected accounts
    Forwarding
    POP and IMAP
  Attachment options
    Attachment preferences
    Storage accounts
  Layout
    Conversations
    Email signature
    Link preview
    Message format
    Message list
    Quick actions
    Reading pane
Calendar
People

Save   Discard

Block or allow

○ Don't move email to my Junk Email folder
● Automatically filter junk email   Check this

Safe Senders and Recipients

Don't move email from these senders or domains to my Junk Email folder.

Enter a sender or domain here   Add the email addresses here in case they are being spam filtered somewhere

☐ Trust email from my contacts   Or, checking this box will allow all addresses in your address book.

Blocked Senders

Move email from these senders or domains to my Junk Email folder.

Enter a sender or domain here   +

☐ Don't trust email unless it comes from someone in my Safe Senders and Recipients list

Settings   ×

Search all settings   🔍

Automatic replies
Create an automatic reply (Out of office) message.

Display settings
Choose how your Inbox should be organised.

Offline settings
Use this computer when you're not connected to a network.

Manage integrations
Connect Outlook to your favourite apps and services.

Theme
■ Default theme   ∨

Notifications
On   ∨

Your app settings
Office 365
Mail
Calendar
People
Yammer

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