How to allow a blocked email address with Gmail

Sign in to your account at Gmail.com and do the following.

Add the address to your contacts

Add the **email address** that is sending you email (eg reception@themallschool.org.uk) to your Gmail Contacts. Google will usually deliver email from addresses that are in your Contacts.

Mark messages as 'Not spam'

If Gmail has marked emails you wish to allow as spam, tell Gmail the emails are not spam.

1. In Gmail, navigate to the spam folder.
2. Search for emails containing the domain you wish to allow (e.g. themallschool.org.uk).
3. Select all the emails shown.
4. Click **More** and then **Not spam**.

Create a filter for the address

Create a filter to tell Google to allow email from a domain.

1. Click the cog icon in the top-right corner, and then **Settings**
2. Click on **Filters and Blocked Addresses** and then **Create a new filter**
3. Enter the **domain** of the email you want to allow in the **From** field
4. Click **Create filter**
5. In the box headed **When a message arrives that matches this search** select **Never send it to spam**
6. Click the **Create filter** button.

How to allow a blocked email address with Outlook.com

For Outlook.com, Windows Live Mail, Hotmail and MSN Mail, sign in to your account at Outlook.com and do the following.

Add the address to your contacts

Add the **email address** that is sending you email (e.g. reception@themallschool.org.uk) to your Outlook.com Contacts. Outlook.com will usually deliver email from addresses that are in your Contacts.

Add the address to your safe senders

1. Click the cog icon in the top-right corner and then **View all Outlook settings**
2. Select **Junk email** and then click **Add** under **Safe senders and domains**
3. Type in the **domain** of the email you want to allow to the list of **Safe senders (**e.g. themallschool.org.uk)
4. Press enter and the **domain** will appear in the list
5. Now click on **Save.**

See also Outlook.com's help on [I didn't receive an email someone sent me](#).