How to whitelist an email address with Outlook.com
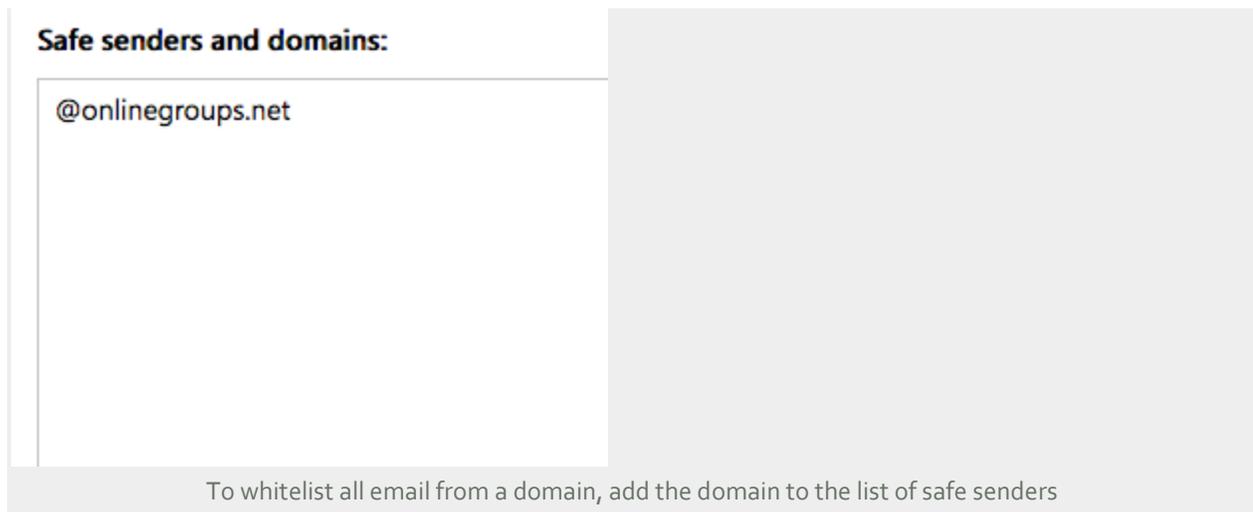
For Outlook.com, Windows Live Mail, Hotmail and MSN Mail, sign in to your account at Outlook.com and do the following.

Add the address to your contacts

Add the **email address** that is sending you email (i.e. ptrahq@ptra.org) 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 **More mail settings**
2. Select **Safe and blocked senders** and then **Safe senders**
3. Add the **domain** of the email you want to whitelist to the list of **Safe senders**
4. Return to **Safe and blocked senders** and then select **Safe mailing lists**
5. Add the **email address** of the online group you want to whitelist to the list of **Safe mailing lists**

Safe senders and domains:

@onlinegroups.net

To whitelist all email from a domain, add the domain to the list of safe senders

Safe mailing lists:

ogn_admins@onlinegroups.net

To whitelist an online group, add the group address to the list of safe mailing lists

Tips:

- In both the **Safe senders** and **Safe mailing lists**, you can enter either a specific email address or an entire domain
- In both the **Safe senders** and **Safe mailing lists**, you can enter multiple domains or email addresses

You may also see Outlook.com's help on I didn't receive an email someone sent me.