

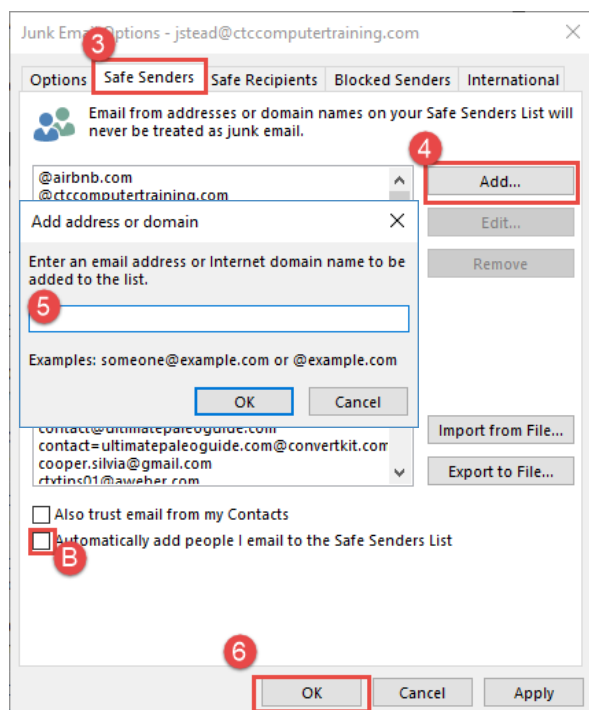
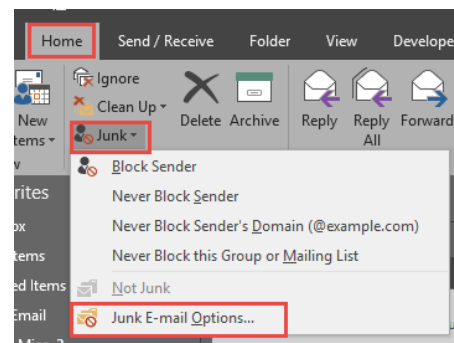


## OUTLOOK: How to add someone to your Safe Sender's List

**SCENARIO:** You've received a phone call from a colleague. They tell you that emails they've been sending you keep getting bounced back with a security policy that claims they need to tell you to add them to their allowed senders list (sample message below).

**NOTE:** There are a number of ways to perform these steps...here is just one example.

1. In the Outlook inbox window – on the HOME tab – there is a DELETE section. Click the JUNK drop-down.
2. Now, choose JUNK E-MAIL OPTIONS.
3. Click on the SAFE SENDERS tab at the top of the JUNK EMAIL OPTIONS window that appears.
4. Click the ADD... button (near the top-right) – to open the ADD ADDRESS OR DOMAIN window.
5. Type ctccomputertraining.com – then click OK.
6. You have two options at this point:
  - a. Click OK; or
  - b. ✓ the AUTOMATICALLY ADD PEOPLE I EMAIL TO THE SAFE SENDERS LIST option – and then click OK – and then email me.



Sample error message received indicating that you need to be added to the recipients Safe Senders List.

### How to Fix It

The recipient's email server rejected your message because it appears to violate a security or policy setting the recipient's email admin has set up. A common reason for rejection is that your message might have been suspected as spam. To try to fix this issue, try one or more of the following:

- Modify your message, or change how you're sending the message, using the guidance in this article: [Bulk E-mailing Best Practices for Senders Using Forefront Online Protection for Exchange](#). Then resend your message.
- Contact the recipient by some other means (by phone, for example) and ask them to ask their email admin to add your email address, or your domain name, to their allowed senders list.