# BROADMAYNE – A DORSET VILLAGE

To receive mail from **contact@broadmayne.org** your task is to identify us as a **SAFE SENDER**

1. If you use Outlook to manage your mail it may be classing emails from **contact@broadmayne.org** as junk/spam but they may also be being filtered by your mail supplier (in many cases this seems to be true of btinternet.com addresses). You may need to sort out filtering in both systems.
2. If you log straight into your email on-line from your provider that is the place to sort out filtering.

## Outlook users

I don't use Outlook but below is an instruction from the Microsoft which seems to apply to the Outlook Web App. – there may be other versions of Outlook so you may need to refer to the support site: https://support.office.com/en-us/article/overview-of-the-junk-email-filter-5ae3ea8e-cf41-4fa0-b02a-3b96e21de089#ID0EAABAAA=2010

## Safe senders and recipients

Safe senders are people and domains you always want to receive email messages from. Safe recipients are recipients that you don't want to block, usually groups that you're a member of. Messages received from any email address or domain in your safe senders and recipients list are never sent to your Junk Email folder.

**IMPORTANT:** The server that hosts your mailbox may have junk email filtering settings that block messages before they reach your mailbox.

Add a sender or a domain to the safe senders list   ∧

1. Sign in to Outlook Web App. For help, see Getting started in Outlook Web App.

2. At the top of the page, select **Settings** ⚙ > **Mail**.

3. Under **Options**, select **Block or allow**.

4. To add an entry to **Safe senders and recipients**, enter the email address or domain that you want to mark as safe in the **Enter a sender or domain here** text box, and then press Enter or select the **Add** icon ✚ next to the text box.

   ■ For example, to mark all email from addresses that end in contoso.com as safe, enter **contoso.com** in the text box.

   ■ To mark a specific person as safe, enter that person's full email address. For example, to mark all messages from KatieJ@contoso.com as safe, enter **KatieJ@contoso.com** in the text box.

5. (Optional) Select the **Trust email from my contacts** check box to treat email from any address in your contacts folders as safe.

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## Outlook and non-Outlook users

Mail from **contact@broadmayne.org** may well be being filtered into a Spam or Junk folder by your mail supplier and each supplier may have different ways of identifying Safe Senders. Because BTinternet.com addresses seem to be giving the most trouble their instructions are reproduced below. Hopefully the technique is similar in other cases.

First you need to log in to your email provider on-line, then:

**Using the safe senders feature**

Our Spam filters may occasionally put a legitimate email into your spam folder, which may be because other users have marked similar emails as spam. If you seem to be missing emails, or haven't got an email you were expecting, check the Spam folder first.

To make sure that emails you wish to receive are never put into your Spam, you can add them as a "Safe Sender".

1. From the **Settings** tab, select the **Safe** senders" folder and click on the **Add** button

2. Add the email address you want to mark as safe and click **Save**

3. After a confirmation message the email address will be added to your list of safe senders

4. To remove a safe sender you just need to click on the **Delete** button

If you remove an email address from your list of safe senders you might want to think about adding it to your list of blocked senders.

GOOD LUCK!