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 hello@theconferencecompany.com) 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 whitelist 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 whitelist (i.e., theconferencecompany.com).
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 whitelist email from a domain.

1. Click the cog icon in the top-right corner, and then **Settings**
2. Click on **Filters** and then **Create a new filter**
3. **Either**
   - enter the **domain** of the email you want to whitelist in the **From** field **or**
   - enter the **email address** you want to whitelist in the **To** field
4. Click **Create filter with this search**
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

To whitelist all emails from a domain, enter the domain in the From field

To whitelist all emails to a domain, enter the domain in the To field

Tips:

- Do not enter email addresses in both the **From** and **To** fields as Gmail will only filter in emails that meet both criteria
- In both the **From** and **To** fields, you can enter either a specific email address or an entire domain
- To enter multiple domains in each field separate them with OR as in "onlinegroups.net OR theconferencecompany.com"

Outlook

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 (eg hello@theconferencecompany.com) 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 i.e. theconferencecompany.com, you want to whitelist to the list of **Safe senders**
4. Return to **Safe and blocked senders** and then select **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

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