


## FIRST, UNBLOCK THE SENDER

### From your INBOX (or message may be in your JUNK (spam) folder)

1. In the message list, select the message (may need to **right click** on the message)
2. Select **Junk > Never Block Sender's Domain** (or may say **Unblock or Never Block Sender**)
3. Then select **Not Junk** and check **Always trust e-mail** from this sender, which will move the message to your inbox.

**OR**

### From Settings:

1. At the top of the page, select the gear icon  to open settings and then select **View all Outlook settings**.
2. Select **Mail > Junk email**.
3. Under **Safe Senders and Domains** select **Add**.
4. Type the email address of domain that you want to unblock (**esd20.org**) and press Enter
5. Select **Save**.


## SECOND, MOVE THE “NOT JUNK” MESSAGE TO YOUR INBOX

### From your INBOX (or message may be in your JUNK (spam) folder)

1. In the message list, select the message (may need to **right click** on the message)
2. Select **Junk > Not Junk** (or may say **Report as Not Junk** or **It's Not Junk**)
3. Check box **Always Trust Email from this Sender** (or may say **Send Report to improve Junk Filter**)
4. Select **OK**

**OR**

### From Settings:

1. At the top of the page, select the gear icon  to open settings and then select **View all Outlook settings**.
2. Select **Mail > Junk email**.
3. Select **Filter** “Only trust email from addresses in my Safe senders and domains list and Safe mailing lists” (now that you have added esd20.org to your safe domains (above), this email should move to your inbox.

To learn more, see [Block senders or unblock senders in Outlook on the web](#).