

Adding Trusted Email Addresses and Domains

Safe Sender Instructions for Common Email Clients

Use these steps when legitimate school or organization emails are being sent to Junk or Spam.

Before you begin: Only trust email addresses and domains you recognize. Adding a sender as trusted reduces junk filtering for that sender; it does not guarantee delivery if a mail server or organization-wide security system blocks the message.

Microsoft Outlook

Outlook provides a true **Safe Senders and Domains** list. You can add either a complete email address or, in supported versions, an entire domain.

New Outlook for Windows / Outlook on the Web / Outlook.com

1. Open Outlook and select Settings (gear icon).
2. Select Mail, then Junk email.
3. Scroll to Senders and open Safe senders and domains.
4. Select + Add safe sender.
5. Enter the trusted email address or domain. Example email: communicationsnca.school. Example domain: nca.school.
6. Select OK, then Save.

Classic Outlook for Windows

7. Open Outlook and select the Home tab.
 8. In the Delete group, select Block or Junk, then choose Junk E-mail Options.
 9. Open the Safe Senders tab.
 10. Select Add.
 11. Enter the trusted email address or domain, then select OK.
 12. Select Apply and OK to save the change.
- Tip: In Classic Outlook, you can also open a trusted message, right-click the sender or a blocked image, and choose Add Sender to Safe Senders List. Some versions also offer Add the Domain to Safe Senders List.

Gmail

Important: Gmail does not use a traditional “Safe Senders” list. The closest equivalent is adding the sender to Google Contacts and/or creating a filter that tells Gmail to never send matching messages to Spam.

Option 1 — Add a Specific Sender to Google Contacts

13. Open Gmail on a computer.
14. Open a message from the trusted sender.
15. Point to or select the sender’s name or email address.
16. Choose Add to Contacts.
17. Future messages from that contact are less likely to be placed in Spam.

Option 2 — Create a “Never Send to Spam” Filter

18. Open Gmail on a computer.
 19. In the search box at the top, select Show search options.
 20. In the From field, enter the trusted email address. To cover a domain, enter the domain portion, such as nca.school.
 21. Select Create filter.
 22. Check Never send it to Spam.
 23. Select Create filter again.
- If a legitimate message is already in Spam: open Spam, select the message, and choose Not spam. Gmail uses this feedback for future messages.

Apple Mail / iCloud Mail

Apple Mail does not provide the same domain-based Safe Senders list as Outlook. Use Contacts and the Not Junk action to teach Apple Mail that a sender is trusted.

Apple Mail on Mac

24. Open Mail and locate a message from the trusted sender.
25. If the message is in Junk, select it and choose Move to Inbox or Not Junk.
26. Add the sender to the Contacts app. In Mail, select the sender’s name or address and use the available Add to Contacts option.
27. In Mail, choose Mail > Settings > Junk Mail.
28. Confirm that messages from senders in Contacts are exempt from junk mail filtering, if that option is available and appropriate.

iCloud Mail on the Web

29. Sign in to iCloud Mail.
 30. Open the Junk folder if the trusted message was incorrectly filtered.
 31. Select the message.
 32. Choose Mark or More, then Move to Inbox.
 33. Add the sender to iCloud Contacts for additional protection against future junk classification.
- Apple/iCloud note: There is not a standard option to allow an entire domain in the same way Outlook does. For important senders, add individual addresses to Contacts and mark incorrectly filtered messages as Not Junk.

Yahoo Mail

Yahoo Mail does not provide a traditional domain-wide Safe Senders list. Adding a sender to Contacts and correcting Spam classification are the most practical options.

Add a Trusted Sender to Yahoo Contacts

34. Open Yahoo Mail.
35. Open an email from the trusted sender.
36. Point to the sender’s name or email address to display the contact card.
37. Select Add to contacts.
38. Confirm the contact information and select Save.

If a Legitimate Message Is in Spam

39. Open the Spam folder.
 40. Select or open the legitimate message.
 41. Choose Not spam to move it back to the Inbox.
 42. Add the sender to Contacts if you have not already done so.
- Yahoo also supports filters for organizing incoming messages, but filters should not be treated as a guaranteed bypass of Yahoo's spam/security systems.

Recommended Best Practices

- Add the exact email address whenever possible. This is more restrictive and safer than trusting an entire domain.
- Only trust an entire domain when you know and trust the organization that controls it.
- Check Junk or Spam folders periodically for legitimate messages.
- If a sender is blocked, unblock the sender before adding them as trusted.
- For work or school accounts, organization-wide security policies may override personal safe-sender settings. Contact your IT administrator if messages are still being blocked.

Recommended Domains to Add

Please add the following domains to your trusted/safe sender settings when your email provider supports domain-level entries. Enter the domain without the @ symbol (for example, nca.school rather than nca.school).

Domain	Use
nca.school	Northshore Christian Academy
getalma.com	Alma SIS
users.smores.com	Smores communications/newsletters
fsenrollment.com	Finalsite Enrollment communications

Last reviewed: August 2026