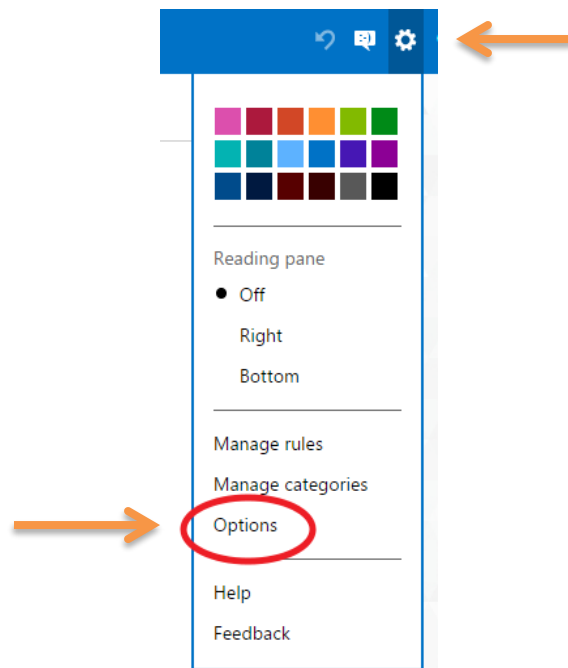


Hotmail Blocking Emails



Instructions for Hotmail Customers

Log into your Hotmail email account at outlook.com and follow these steps to add a blocked or rejected sender to your address book and safe senders list to ensure that all your emails are delivered properly. This process makes sure that you never miss out on any important emails!

1. On the main outlook.com screen, select the “Cog” icon at the top right of the page. Then select “Options”



2. Select “**Safe and blocked senders**” -> “**Safe senders**”
3. Under “**Sender or domain to mark as safe:**” type the email address that was blocked or rejected.
4. Click “**Add to list**”
5. Under “**Sender or domain to mark as safe:**” type the domain of the email address that was blocked or rejected. It will be everything after the “@”. For example the domain for bob@city.com would be city.com.
6. Click “**Add to list**”

7. Go back to **“Safe and blocked senders”** and this time select **“Blocked senders”**. Check that there are no blocked email addresses that you *want* to receive email from in the Blocked senders list. If there are any in the list highlight it and select **“Remove from list”**.
8. The last step is to add the sender email address into your Hotmail address book.
9. Select the square  at the top left of your Hotmail page.
10. Click the **“People”** box.
11. In People, click **“New”**.
12. Add the contact info for the rejected or blocked email address. If you want to add more than one email address, phone number, etc., click the icon  in that section.
13. Click **Save**.

Note that these instructions may change from time to time and if you have any questions on these settings you should contact Microsoft directly for support.