

Whitelisting Email Addresses & Domain Names for Exchange Online

Microsoft 365 contains multiple security features for email communication managed by Exchange Online. Sometimes you will need to whitelist a domain or email address to guarantee that important emails do not go in the Junk folder.

Note: Generally, you should not turn off or ignore security and threat protection, however, you can allow exceptions when to the Exchange spam filters to guarantee that important email will be delivered to your users. This article only covers making exceptions in Exchange Online. If you are using another Mail protection service such as Appraver or Barracuda, please consult with them to provide proper whitelisting documentation.

How-To Use Exchange Online Whitelisting

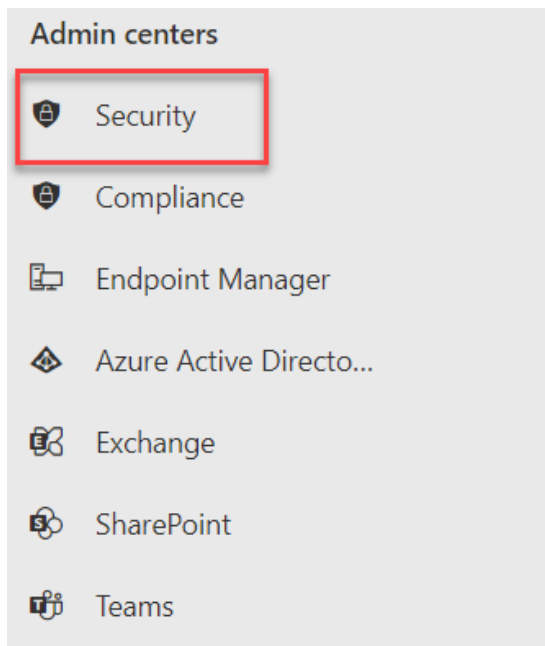
Microsoft 365 provides multiple email security features, like spam filters and phishing protection functionalities in Exchange Online.

Implemented in Exchange Online filters sometimes could mark emails from valid senders or online services as spam. To guarantee that important email messages will not be marked as spam and moved to the Junk folder you can bypass spam filters by whitelisting a specific domain or online service

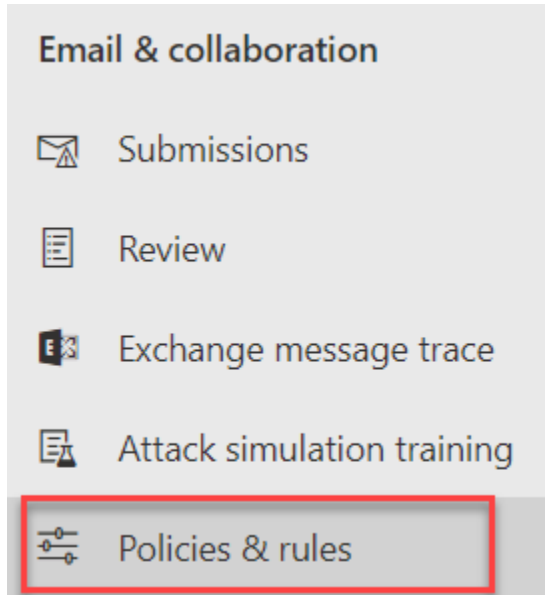
Why whitelist domain in Office 365?

In general, you should not turn off or ignore security and threat protection but you can meet the situation when you need to bypass Exchange spam filters to guarantee that important email will be delivered to your users.

1. **Login** to the Microsoft 365 Admin portal
2. **Select [Security]** under the Admin Centers



3. Under [Email & Collaboration] section, **select [Policies & rules]**.



4. In the main page, **select [Threat policies]**.

Policies & rules



Set up policies to manage devices, protect against threats, and receive alerts about various activities in your organization. [Learn more](#)

Name
Threat policies
Alert policy
Manage advanced alerts
Activity alerts

5. Select [Anti-spam]

Threat policies

Templated policies

	Preset Security Policies
	Configuration analyzer

Policies

	Anti-phishing
	Anti-spam
	Anti-malware

6. It takes about 20 to 30 seconds to load the policies. It will show "Loading" on the screen.

7. **Select [Anti-spam inbound policy (Default)]**

8. **Scroll down to the bottom of the policy. Select [Edit allowed and blocked senders and domains].**



Anti-spam inbound policy (Default)

● Always on | Priority Lowest

Retain spam in quarantine for this many days

15

[Edit actions](#)

Allowed and blocked senders and domains

Allowed senders

2 senders

Allowed domains

2 domains

Blocked senders

2 senders

Blocked domains

-

[Edit allowed and blocked senders and domains](#)



Close

9. Here you can either whitelist a domain or an email address. Under the Allowed section, select **[Manage Sender]** or **[Manage Domain]**

Allowed and blocked senders and domains

Allowed

Senders (2)

Always deliver messages from these senders

[Manage 2 sender\(s\)](#)



Domains (2)

Always deliver messages from these domains

[Allow domains](#)



Blocked

Senders (2)

Always mark messages from these senders as spam

[Manage 2 sender\(s\)](#)

Domains (0)

Always mark messages from these domains as spam

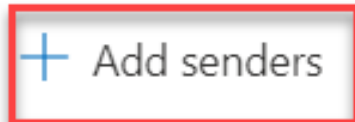
[Block domains](#)

Manage Allowed Senders

1. In the Manage Sender section, it will show any existing email addresses that have been whitelisted.

Manage allowed senders

Add senders and domains to this list to allow them.



Any existing email addresses are listed here.

Sender address

careers: [redacted]@mail1.wpengine.com

careers@[redacted].com

2. Add your senders email address, then select [Add Senders] at the bottom of the page.

Add senders

Add an email address and press add. When you are done, press the Done button to save changes.

Sender

Enter a custom sender address


3. Select [Done] and exit.

Manage Allowed Domains


1. In the Manage allowed domains section, it will show any existing domains that have been whitelisted.



Manage allowed domains

Add senders and domains to this list to ensure messages are always delivered to them.

 Add domains

2 items

 Search

Domains

quikbox.com

crov[REDACTED].com

2. Add your senders domain, then select [Add domains] at the bottom of the page.



3. Select [Done] and exit.

Online URL: <https://support.quikbox.com/article.php?id=251>