

FAQ 3: White-list the sender e-mail address (case: Outlook running on Citrix)

Author	Philippe Wolfs
Approval	
Document	
Version	
Date	
Distribution	

Our Mail on Demand solution includes a standard Anti-Spam engine to protect you from incoming SPAM messages. The Anti-Spam engine is a standard 'as-is' service filtering incoming mails against several conditions such as: Denied IP addresses, SPF records, sender reputations, antivirus....

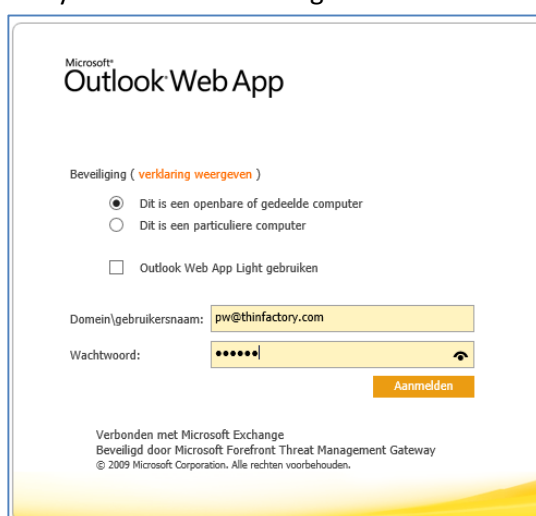
The Standard Anti-Spam Service cannot be adapted to the preferences of each individual Customer.

Black-list the sender e-mail address.

Via the webmail:

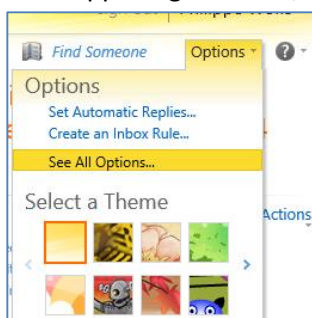
With your web browser go to <https://mail.cloudplaza.eu>

- Use your credentials to logon



The screenshot shows the Microsoft Outlook Web App login interface. At the top, it says "Microsoft Outlook Web App". Below that, there is a section for security ("Beveiliging (verklaring weergeven)") with three radio buttons: "Dit is een openbare of gedeelde computer" (selected), "Dit is een particuliere computer", and "Outlook Web App Light gebruiken". There are input fields for "Domein/gebruikersnaam:" (containing "pw@thinfactory.com") and "Wachtwoord:" (masked with dots). An "Aanmelden" button is at the bottom right. At the bottom, it says "Verbonden met Microsoft Exchange" and "Beveiligd door Microsoft Forefront Threat Management Gateway".

- In the upper-right corner, select option / see all options



- Select Block or allow.

Mail > Options

- Account
- Organize E-Mail
- Groups
- Settings
- Phone
- Block or Allow**

- add the originator email address you want to white-list

Safe Senders and Recipients
Don't move e-mail from these senders or domains to my Junk E-Mail folder.

Edit Remove

myfriend@outlook.com +

Trust e-mail from my contacts

- Click on the “+” sign to add an allowed sender email address.

Safe Senders and Recipients
Don't move e-mail from these senders or domains to my Junk E-Mail folder.

Edit Remove

Enter a sender or domain here +


myfriend@outlook.com

Trust e-mail from my contacts

- click save to save your change

Save

This configuration will be applied on the frond-end servers within 30 min.
Wait 30 min before testing your change.



Note: The Cloudplaza anti-spam engine contains several filters which check incoming mails against several conditions:

Denied IP addresses, SPF records, sender reputations, antivirus.... The mail content's check is only 1 of those checks. Putting an email address in the safe sender list only bypasses the content filtering. The other checks will be applied & can reject the incoming mail.