

# People are saying that my emails are going into their Junk mail / Spam filters. What can be done?

Unfortunately, this is something each person *receiving* email from you will need to address. They will need to add your email address to their “**safe**” lists, both in **Outlook** and the **Cisco Spam Scanner**.

Here’s how to add an email address to the *Safe Senders* list in Outlook 2019:

Configure Outlook Junk Mail Settings:

<https://edit.education.purdue.edu/download2/Outlook-Junk-Mail-Settings.pdf>

And here is how to add an email address to the *Safelist* in the Cisco Spam Scanner:

Configure Cisco Spam Scanner Safelist (*see section on Safelist entries*):

<https://edit.education.purdue.edu/download2/Cisco-Safelist-Help.pdf>

<https://support.purdue.edu/goldanswers/816478>

If someone at Purdue reports not receiving emails from you, we recommend forwarding the above *How-To* links and have them add your email address to their “safe” lists.

If those settings do not help, then we recommend having the person contact [ITaP@purdue.edu](mailto:ITaP@purdue.edu) directly since ITaP centrally administers email systems for the campus.