

## 1. Overview

This document serves as a Tip Sheet for completing Safe Sender e-mail setup for direct e-mails from [ms\\_provider.inquiry@mygainwell.onmicrosoft.com](mailto:ms_provider.inquiry@mygainwell.onmicrosoft.com).

The following steps explain how to complete Safe Sender setup for the following domains:

- [AOL](#)
- [Gmail](#)
- [MSN & Hotmail](#)
- [Yahoo](#)

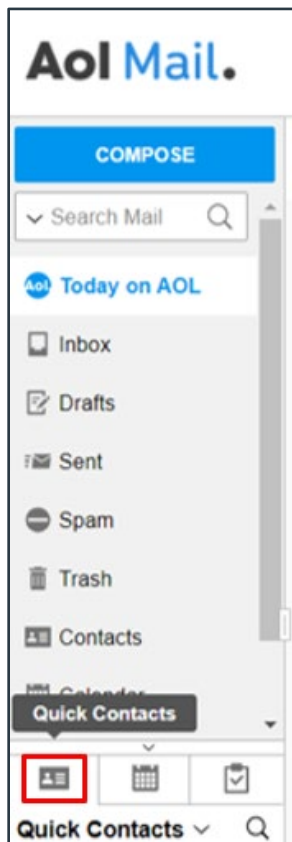
### 1.1. AOL

Creating a contact for [ms\\_provider.inquiry@mygainwell.onmicrosoft.com](mailto:ms_provider.inquiry@mygainwell.onmicrosoft.com) in AOL will automatically save the contact as a Safe Sender.

**Note:** Replying to an email from a sender you want to list as a Safe Sender will automatically add the e-mail sender as a Safe Sender if you're using AOL webmail.

Safe Sender Setup Steps:

1. From the AOL Mail home screen Click Quick Contacts at the bottom right left of the screen.

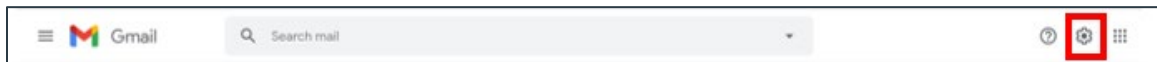


2. Click **ADD NEW CONTACT** and enter contact details into the **New Contact** screen, then click **Add Contact**.
3. You have added a new contact, now all incoming email from **ms\_provider.inquiry@mygainwell.onmicrosoft.com** will be delivered straight to your inbox, and AOL will recognize that it's not spam.

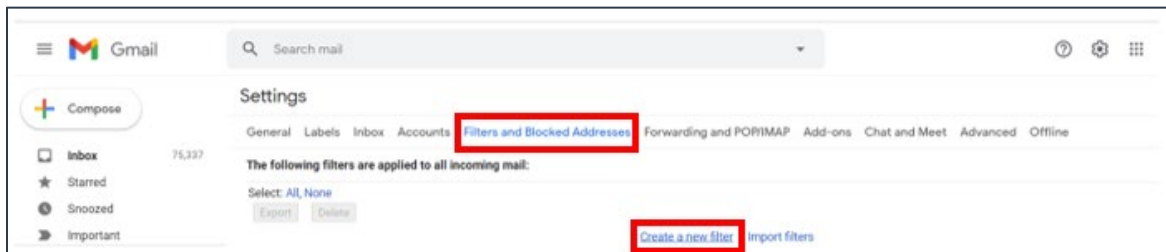
### 1.2. Gmail

Safe Sender Setup Steps for: **ms\_provider.inquiry@mygainwell.onmicrosoft.com**

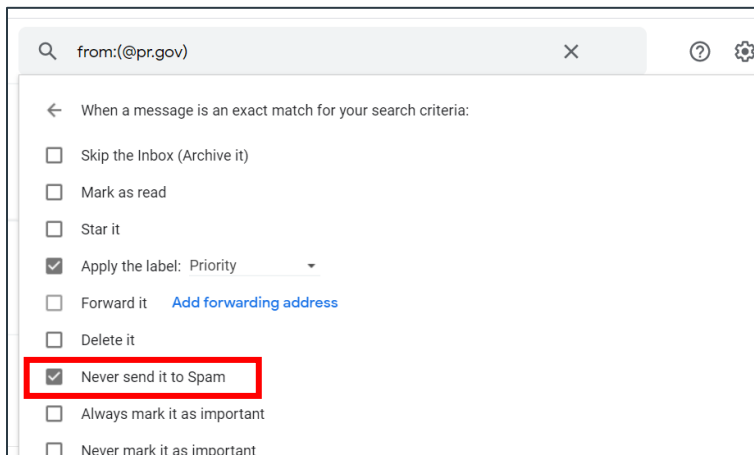
1. Click on **Settings** (cog icon) in the upper right-hand corner of Gmail.



2. From the Settings menu click **Filters and Blocked Addresses**, to create a new filter to incoming mail.




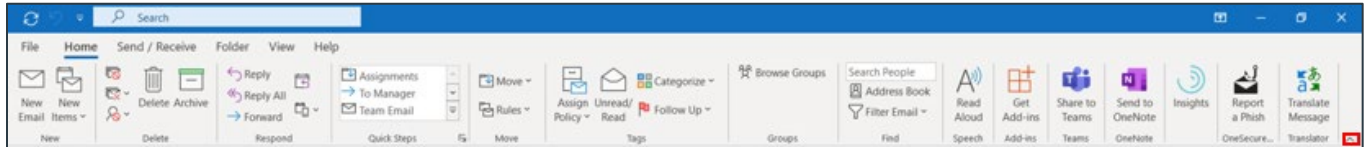
3. Add **ms\_provider.inquiry@mygainwell.onmicrosoft.com** in the **From** field and click **Create filter**.
4. Apply desired filters, be sure to include **Never send it to Spam**.



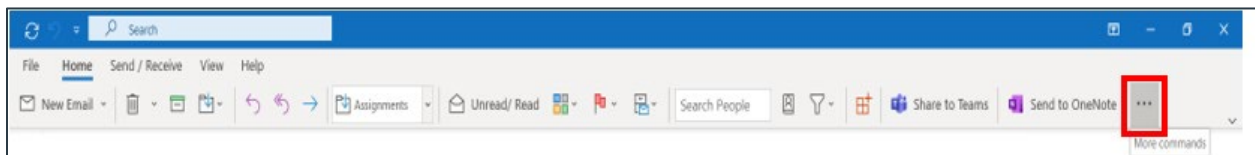
### 1.3. MSN & Hotmail

Safe Sender Setup Steps for: [ms\\_provider.inquiry@mygainwell.onmicrosoft.com](mailto:ms_provider.inquiry@mygainwell.onmicrosoft.com)

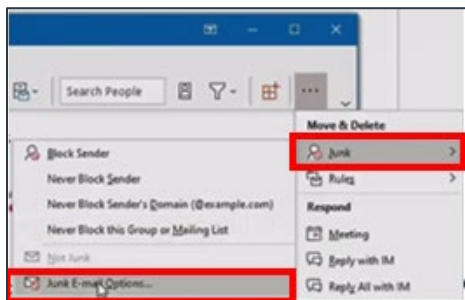
1. From the Outlook Home screen classic ribbon view click on the  icon to open the simplified ribbon view.



2. From simplified ribbon view click on the ... (ellipsis) for the **More commands** menu.



3. From More commands select **Junk**, then **Junk E-Mail Options...**



4. Click the **Safe Senders** tab on the Junk E-mail Options menu

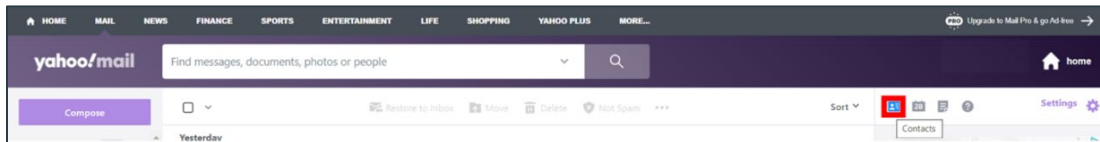


5. Click **Add** on the Safe Senders tab to add **ms\_provider.inquiry@mygainwell.onmicrosoft.com** then click “ok”
6. Click **Apply** then click **OK** again.

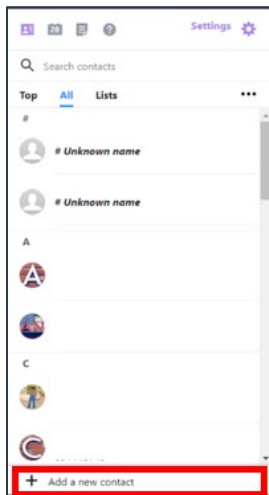
### 1.4. Yahoo

Safe Sender Setup Steps for: **ms\_provider.inquiry@mygainwell.onmicrosoft.com**

1. Click the **Contacts** icon located in the upper right-hand corner of your Yahoo! Mail Inbox Homepage.



2. Click **Add a new contact** located below the list of your contacts.



3. Fill in the contact details and paste **ms\_provider.inquiry@mygainwell.onmicrosoft.com** as the email address.
4. Click Save.