# 1. Overview

This document serves as a Tip Sheet for completing Safe Sender e-mail setup for direct e-mails from <u>ms provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS EDI\_Helpdesk@gainwelltechnologies.com</u>.

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

- <u>AOL</u>
- <u>Gmail</u>
- MSN & Hotmail
- Yahoo

## 1.1. AOL

Creating a contact for <u>ms\_provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS\_EDI\_Helpdesk@gainwelltechnologies.com</u> 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.



Aol Mail.	
COMPOSE	
Search Mail Q	<b>^</b>
Today on AOL	
Inbox	
🕑 Drafts	
i Sent	
Spam	
Trash	
Contacts	
Quick Contacts	-
	]
Quick Contacts ~	Q

- 2. Click ADD NEW CONTACT and enter contact details into the New Contact screen, then click Add Contact.
- You have added a new contact, now all incoming email from <u>ms\_provider.inguiry@mygainwell.onmicrosoft.com</u> and <u>MS\_EDI\_Helpdesk@gainwelltechnologies.com</u> will be delivered straight to your inbox, and AOL will recognize that it's not spam.

#### 1.2. Gmail

Safe Sender Setup Steps for: <u>ms\_provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS\_EDI\_Helpdesk@gainwelltechnologies.com</u>

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

= M Gmail Q Search mail	*	⊘ 🔅 Ⅲ
-------------------------	---	-------

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



=	M Gmail		Q, Search mail • 🔿 🚷	Ш
+	Compose		Settings	
	Inbox	75,337	The following filters are applied to all incoming mail:	
*	Starred		Schort All Mona	
0	Snoozed		Export Delete	
э	Important		Create a new filters	

- 3. Add <u>ms provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS EDI Helpdesk@gainwelltechnologies.com</u> in the From field and click Create filter.
- 4. Apply desired filters, be sure to include Never send it to Spam.

Q		from:(@pr.gov)	?	(i))
÷	<u>r</u>	When a message is an exact match for your search criteria:		
		Skip the Inbox (Archive it)		
		Mark as read		
		Star it		
~	/	Apply the label: Priority		à
		Forward it Add forwarding address		3
		Delete it		
×		Never send it to Spam		
		Always mark it as important		
		Never mark it as important		



## 1.3. MSN & Hotmail

Safe Sender Setup Steps for: <u>ms\_provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS\_EDI\_Helpdesk@gainwelltechnologies.com</u>

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

0 9 •	P Search												<b>-</b> 🗉		
File Home	Send / Receive	Folder View Hel	lp .												
New New Email Items*	B - Delete Archive	← Reply E ≪ Reply All → Forward C	<ul> <li>➡ Assignments</li> <li>➡ To Manager</li> <li>➡ Team Email</li> </ul>	Move -	Assign Unread/ Policy * Read	ੀਊ Browse Groups	Search People	A(I) Read Aloud	Get Add-ins	Share to Teams	Send to OneNote	) Insights	Report a Phish	Translate Message	
New	Delete	Respond	Quick Steps	5 Move	Tags	Groups	Find	Speech	Add-ins	Teams	OneNote		OneSecure	Translator	-

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

⊖ ⇒ β search	Ð			×
File Home Send / Receive View Help	Send to OneNote			
		More co	mmands	~

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



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





				Add
				Edt.,
				Remove
				import from File
				Export to File
Also trust	email from my C ally add people (	Contacts	e Safe Senders L	ist

- Click Add on the Safe Senders tab to add <u>ms\_provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS\_EDI\_Helpdesk@gainwelltechnologies.com</u> then click "ok".
- 6. Click **Apply** then click **OK** again.

## 1.4. Yahoo

Safe Sender Setup Steps for: <u>ms\_provider.inquiry@mygainwell.onmicrosoft.com</u> and <u>MS\_EDI\_Helpdesk@gainwelltechnologies.com</u>

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

A HOME MAIL NE	WS FINANCE SPORTS	ENTERTAINMENT LIFE	SHOPPING	YAHOO PLU	S MORE	🛄 Upgrade to Mail Pho & go Ad Rose 🄶
yahoo/mail	Find messages, documents, p	hotos or people		×	٩	none home
Compose	Vesterdav	📆 Restore to Inbo	x 🕅 Move	🔟 Delete 🛛 🕻	🗘 Not Spam 🛛 🚥	Sort V 🔢 🛍 🗟 🙆 Settings 🔅

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



8 8 8 0	Settings 🔅
Q Search contacts	
Top All Lists	
*	í
Unknown name	
Unknown name	
A	
<b>(19)</b>	
c	
1	
+ Add a new contact	

- 3. Fill in the contact details and paste <u>ms\_provider.inquiry@mygainwell.onmicrosoft.com</u> as the email address.
- 4. Click Save.
- 5. Repeat steps 2-4 pasting the **MS EDI Helpdesk@gainwelltechnologies.com** email address.