

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 and MS EDI Helpdesk@gainwelltechnologies.com.

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

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

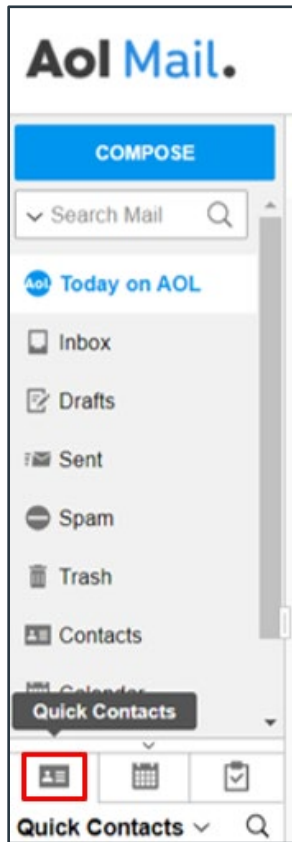
1.1. AOL

Creating a contact for ms_provider.inquiry@mygainwell.onmicrosoft.com and MS EDI Helpdesk@gainwelltechnologies.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.

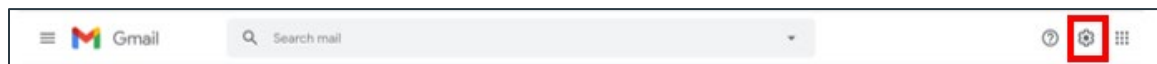


2. Click **ADD NEW CONTACT** and enter contact details into the **New Contact** screen, then click **Add Contact**.
3. You have added a new contact, now all incoming email from ms_provider.inquiry@mygainwell.onmicrosoft.com and [MS EDI Helpdesk@gainwelltechnologies.com](mailto:MS_EDI_Helpdesk@gainwelltechnologies.com) will be delivered straight to your inbox, and AOL will recognize that it's not spam.

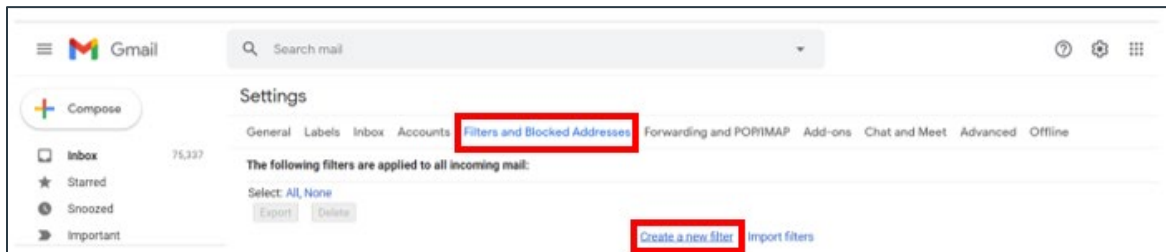
1.2. Gmail

Safe Sender Setup Steps for: ms_provider.inquiry@mygainwell.onmicrosoft.com and [MS EDI Helpdesk@gainwelltechnologies.com](mailto:MS_EDI_Helpdesk@gainwelltechnologies.com)

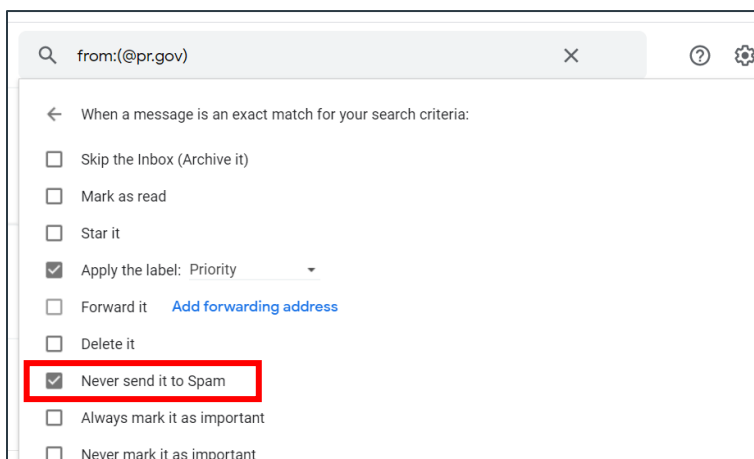
1. Click on **Settings** (cog icon) in the upper right-hand corner of Gmail.



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




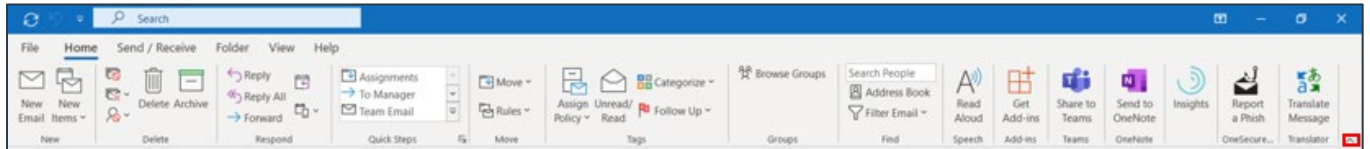
3. Add ms_provider.inquiry@mygainwell.onmicrosoft.com and MS EDI Helpdesk@gainwelltechnologies.com in the **From** field and click **Create filter**.
4. Apply desired filters, be sure to include **Never send it to Spam**.



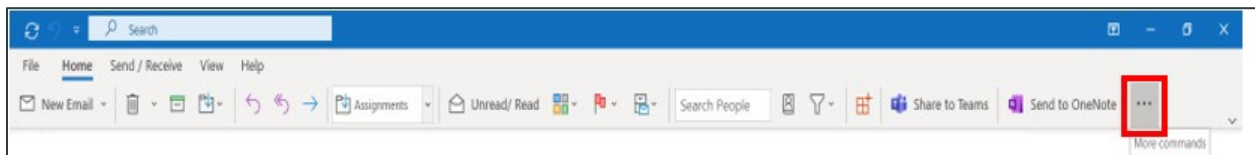
1.3. MSN & Hotmail

Safe Sender Setup Steps for: ms_provider.inquiry@mygainwell.onmicrosoft.com and MS EDI Helpdesk@gainwelltechnologies.com

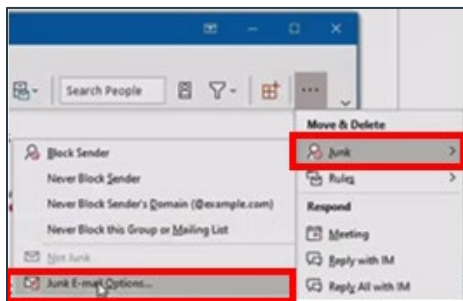
1. From the Outlook Home screen classic ribbon view click on the  icon to open the simplified ribbon view.



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

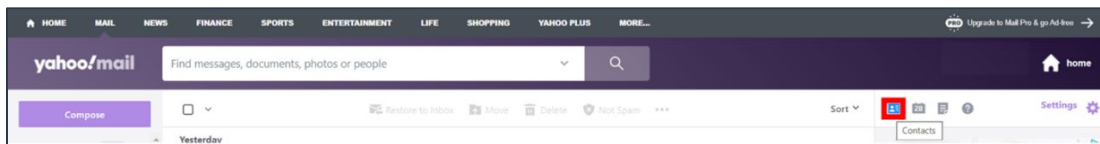


5. Click **Add** on the Safe Senders tab to add ms_provider.inquiry@mygainwell.onmicrosoft.com and [MS EDI Helpdesk@gainwelltechnologies.com](mailto:MS_EDI_Helpdesk@gainwelltechnologies.com) then click "ok".
6. Click **Apply** then click **OK** again.

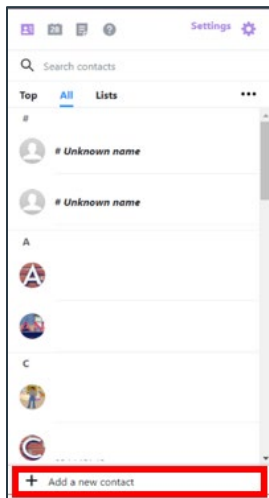
1.4. Yahoo

Safe Sender Setup Steps for: ms_provider.inquiry@mygainwell.onmicrosoft.com and [MS EDI Helpdesk@gainwelltechnologies.com](mailto:MS_EDI_Helpdesk@gainwelltechnologies.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.
5. Repeat steps 2-4 pasting the **MS EDI Helpdesk@gainwelltechnologies.com** email address.