Hotmail/Outlook - How to Make Our Emails Reach Your Inbox

If you use a Hotmail or Outlook email address, follow any of the options below so emails from **email.active.com** go to your inbox.

> ***Note**: email.active.com sends emails on behalf of the organization you are registered with.*

Option 1 (Recommended): Add Us to Your Safe Senders List

You only need to do this once on a computer, and it will also work on your phone and tablet.

1. Sign in to Outlook.com on a computer.
2. Click the **Settings** gear icon ⚙ in the top-right corner.
3. Click **Mail**, then **Junk email**.
4. Under **Safe senders and domains**, click **+ Add**.
5. Type **email.active.com** and press **Enter**.
6. Click **Save**.

Option 2: Add Us to Your Contacts

Outlook trusts emails from people saved in your contacts.

- **On a computer:**
    1. Open an email from us.
    2. Click the sender's name.
    3. Click **Add to contacts**.
- **On a phone or tablet (Outlook app):**
    1. Open an email from us.
    2. Tap the sender's name at the top.
    3. Tap **Add to Contacts**, then tap **Save**.

Option 3: Move Our Email Out of Junk

If one of our emails is already in your Junk folder, moving it to your inbox helps Outlook learn that our emails are safe.

- **On a computer:**
    1. Go to your **Junk Email** folder and open the email.

2. Click **Not junk** at the top (or click **Report**, then **Not junk**).

- **On a phone or tablet (Outlook app):**
  1. Go to your **Junk** folder and open the email.
  2. Tap the **three dots** in the top-right corner.
  3. Tap **Move to Inbox** (or **Not Junk**).