Yahoo Mail: How to Make Our Emails Reach Your Inbox

If you use a Yahoo 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: Create a Filter (Recommended)

This tells Yahoo to always send our emails to your inbox. You only need to set it up once on a computer, and it will also work on your phone.

1. Sign in to Yahoo Mail on a computer.
2. Click the **gear icon** ⚙ in the top-right corner, then click **More Settings**.
3. Click **Filters** on the left, then click **Add new filters**.
4. Give the filter a name, such as *Active Emails*.
5. Next to **From**, choose **contains** and type: **email.active.com**
6. Under **Choose a folder to move to**, pick **Inbox**.
7. Click **Save**.

Option 2: Add Us to Your Contacts (Computer or Phone)

Yahoo trusts emails from people in your contacts.

- **On a computer:** Open an email from us, click the **three dots** next to the sender's name, then click **Add to contacts**.
- **On the Yahoo Mail app:** Open an email from us, tap the **sender's name** at the top, then tap **Add to contacts** and **Save**.

Option 3: Move Our Email Out of Spam

If one of our emails is already in your Spam folder, marking it as "Not Spam" helps Yahoo learn to trust us.

- **On a computer:** Open your **Spam** folder, select our email, then click **Not Spam** at the top.
- **On the Yahoo Mail app:** Open your **Spam** folder, open our email, tap the **three dots**, then tap **Not Spam**.

Tip: If you use a business email through Yahoo Small Business or Verizon Small Business, these same steps work for you too.