Bypassing spam filter for an incoming email address on your cPanel hosted mail

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Overview:

Sometimes an incoming email will be incorrectly marked as spam. This article describes how to whitelist that email address or email domain, so that it will bypass the spam filters.

Prerequisites:

1. Validate your IP address via the Micron21 WebAuth. For more information, you can review our WebAuth article here.
2. The server URL your cPanel accounts resides on (e.g https://cp-kil-m-00x.micron21.com:2083. If you're unsure, you can try your own domain name as follows: https://YOURDOMAIN.com.au:2083, replacing 'YOURDOMAIN' with your actual domain name.
3. Your cPanel account credentials.

Method:

1. Log into your cPanel account.
2. Select "**Spam Filters**".
3. Scroll down and select "**Show Additional Configurations**" and expand it.
4. Select "**Edit Spam Whitelist Settings**".
5. Select "**Add A New "whitelist_from" item**"
6. Enter the email address or email domain in the new field created.
7. Select "**Update Whitelist**".