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## 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.

## **Requirements:**

- The server URL your cPanel accounts resides on (e.g <u>https://cp-kil-m-00x.micron21.com:2083</u>. 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.
- 2. 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".