

Add accounts to allow list in Spam Experts

Question

How to add accounts to allow list in Spam Experts?

Answer

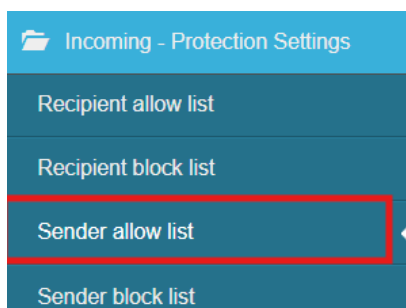
There are two allow lists - Sender allow list and Recipient allow list.

Note: This article assumes that the user already knows the ways to access their Spam Experts control panel, in case you have doubts or do not know how to see the aforementioned menu, we recommend you visit [this article](#) where we detail how to configure your service by Spam Experts.

What is Sender allow list, and how to manage it?

Incoming mail received from senders listed in the Allow list will always be allowed, regardless of the message classification.

Go to **Incoming - Protection Settings > Sender allow list**



Sender allow list - Domain

Sender allow list - Recommended

Sender allow list

If you wish to receive mail from a particular sender regardless of the message content, you should add it to the allow list. You should only do this when you know that the sender will verify their address and will only ever send legitimate safe content

- You have the option to check only the "envelope" sender, the sender address that is in the "From" header, or both.
- To add all addresses at a domain to the allow list, add the domain name without a leading "@" (e.g. for all senders with addresses @example.com, add "example.com").
- To add an entire top-level domain to the allow list, use "*" as a wildcard (e.g. for anything from .nl, add "*.nl").

+ Add sender to allow list

Import senders from CSV

Export senders as CSV

The above window will be displayed, you just need to click on **Add sender to allow list** option.

Add sender to allow list

×

Local-part

Specify a local-part

▼

Sender Flag

Apply to Envelope Sender

Apply to From: Address

Apply to both

Address *

Cancel

Save

In **"local-part"** add the name of the email to be added and in **"address"** the domain name.

For example. If you need to add an email called victor@gmail.com, then the configuration would be as follows.

Local-part

Victor

Address

gmail.com

Note: It is important to check the option **"Apply to both"**

Once this is done, press the "Save" button.

What is Recipient allow list, and how to manage it?

Incoming mail sent to recipients listed in the Recipient Allow list will always be allowed, regardless of the message classification. This is generally not recommended for normal mailboxes.

Go to **Incoming - Protection Settings > Recipient Allow list**

 Incoming - Protection Settings

Recipient allow list

Recipient block list

Sender allow list

Sender block list

Note: This page lists read-only rules, which are set by a higher level admin.

Recipient allow list - Inherited

This page lists read-only rules, which are set by a higher level admin. These rules will be applicable by default.

Note: To add recipients to the allow list for your domain, you can disable incoming filtering for specific mailboxes in the ["Mailbox Overview"](#) by setting "Filtered (Incoming)" option to "No".

[Export recipients as CSV](#)

Use recommended values ☒ Yes ☐ No

Query Rules

Local-part

contains

+ New rule

✕ Reset rules

Group results by:

Columns to be displayed: 6

Choose column

Customise

Show Results

Revision #2
Created 2026-08-07 14:22:22 UTC by Sarath
Updated 2026-08-07 15:41:43 UTC by Sarath