

Webinar Email Troubleshooting

Quick Fix by Email Platform

Outlook (Desktop)

- Home → **Junk** → Junk E-Mail Options
 - Select **Blocked Senders**
 - Remove the blocked address
 - Click **Apply** → **OK**
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Outlook (Web App / Outlook.com)

- Settings → **Mail** → **Junk email**
 - Locate the blocked address or domain
 - Select the **trash can icon** to remove
 - Click **Save**
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Gmail

- Profile Picture → **Manage your Google Account**
 - Go to **People & Sharing**
 - Select **Blocked**
 - Remove the blocked sender
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SharePoint (If your organization filters email through SharePoint)

- Go to your **SharePoint Account** → **Settings**
- Select **Allow List**
- Click **Add** → enter the email address
- Confirm by selecting **Add** again

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If Emails Are Still Blocked

Your company's system-level settings may require IT assistance.

Please contact your **IT Department** to request unblocking.

For NILG-related questions, email infor@nationalilg.org.

Source: [Google AI](#), 12-1-25