

Unable to receive emails from specific senders on AOL WebMail



We are currently installing new equipment, which will improve our mail services. Unfortunately, this has resulted in some performance issues, especially during peak Internet hours. We are working towards resolving these issues at the earliest with minimum inconvenience to our users. For more information, read our help article [AOL mail unavailable](#).

Introduction

If you are unable to receive emails from specific senders on AOL WebMail, try the solutions listed below. After trying the first solution, check whether the issue is resolved. If the issue persists, try the suggested solutions until the issue is resolved.

You may wish to print or save a copy of these instructions as this page may not remain visible as you go through the suggested steps.

Solution



Check spam settings:

The spam settings for your screen name may block email from a particular email address or email containing pictures, certain words, or phrases.



Note: You need to sign on using a master screen name or a screen name in the "General Access" category to access "Spam Settings". A master screen name is the first screen name that you created for this account and any screen name that you have assigned the master screen name's status can be viewed by clicking the link below.

<http://names.aol.com>

1. Sign on to AOL WebMail by clicking the link below.



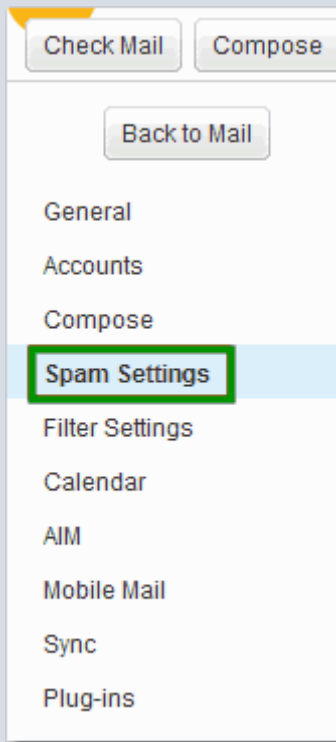
<http://webmail.aol.com>

2. On the upper right, click the "Settings" link.

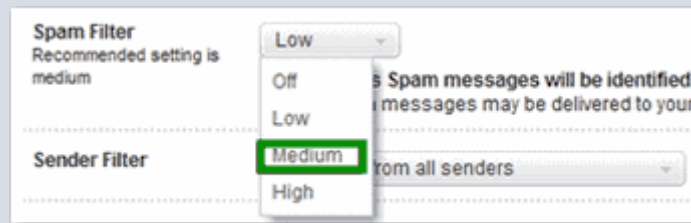


Themes Settings Help ▾

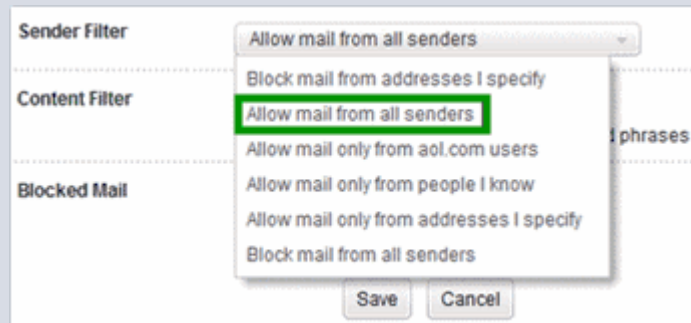
3. In the left panel, click the "Spam Settings" link.



4. Ensure that the "Spam Filter" is set to "Medium". If not, click the "Spam Filter" drop-down menu, and then click "Medium".



5. Ensure that "Sender Filter" is set to "Allow mail from all senders". If not, click the "Sender Filter" drop-down menu, and then click "Allow mail from all senders".



6. In the "Content Filter" section, ensure that the "Block mail containing pictures or files", and the "Block mail containing specific words and phrases" check boxes are clear. If not, click the check boxes to clear them.

Content Filter Block mail containing pictures or files
 Block mail containing specific words and phrases

7. In the "Blocked Mail" section, click "Deliver blocked mail to Spam folder".

Blocked Mail Permanently delete blocked mail
 Deliver blocked mail to Spam folder

8. At the bottom of the page, click "Save" to save the changes.

2 Check the spam folder:

The email may have been accidentally delivered into the "Spam" folder.

1. Sign on to AOL WebMail by clicking the link below.



<http://webmail.aol.com>

2. In the left panel, click the "Spam" folder.

3. Determine whether the email that you are looking for is present in this folder. If you find it, select the check box next to it, and then click "Not Spam".

Search Mail Action



Note: When you click "Not Spam", the email returns to your "Inbox" or the "New Mail" folder.

3 Add the sender to your contacts list:

Add the specific sender to your contacts list to ensure that his/her mail is delivered to your mailbox. To add the sender to your contacts list, click on the article linked below for assistance.

- [Add Contacts on AOL Webmail](#)

4 Contact AOL Postmaster:

If you are still not able to receive emails sent from a specific sender, please request the sender's email service provider to contact AOL Postmaster.



Note: For more information, please visit the AOL Postmaster website linked below.

<http://postmaster.info.aol.com>

You're Done!

Following the steps above should help to resolve the issue of not receiving email.