

# ESA FAQ: How to allowlist recipient or sender emails

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## Introduction

This document describes how to allowlist recipient or sender emails on the Cisco Email Security Appliance (ESA).

## How to allowlist recipient or sender emails

Complete these steps in order to allowlist recipient emails so that traffic that flows towards the recipient is not blocked by an Anti-Spam program or content filtering:

1. If you do not already have an appropriate **skip AS scanning** policy, then navigate to **Mail Policies > Incoming Mail Policies** and click **Add Policy**.
2. Name the policy and order it appropriately. **Note:** Parsing the mail policies occurs in top-down order. Ensure that you place your new mail policy above any broader catch-groups, policies already configured.
3. Click **Add User...**
4. Choose **Following Recipient**, add the recipient(s) email address, and click **OK**.
5. Click **Submit**.
6. Disable spam filtering, content filtering, and any other services that you do not wish to have applied to this new incoming mail policy for the recipient(s).
7. Commit the changes.

**Note:** This procedure is the same when you attempt to allowlist a sender email address, but instead select **Following Senders** in Step 3.

## Related Information

- [Technical Support & Documentation - Cisco Systems](#)