



Connecting you with our world

One tech tool and lesson at a time



You're Never Too Old to Learn Something New

Marking Email Senders as 'Safe'

Most Email providers (Gmail, Yahoo Mail, Outlook, etc.) have filters that look at every email that comes into your Email Inbox. These filters look at the behind-the-scenes coding that is part of every email—and they are usually successful in identifying harmful, spam, or junk emails and put them into a folder OTHER than your Inbox to help protect you.

Unfortunately – sometimes these filters are too vigilant and end up putting REAL emails that you want to get in your Inbox into another folder—usually called, Spam, Junk, or Trash.

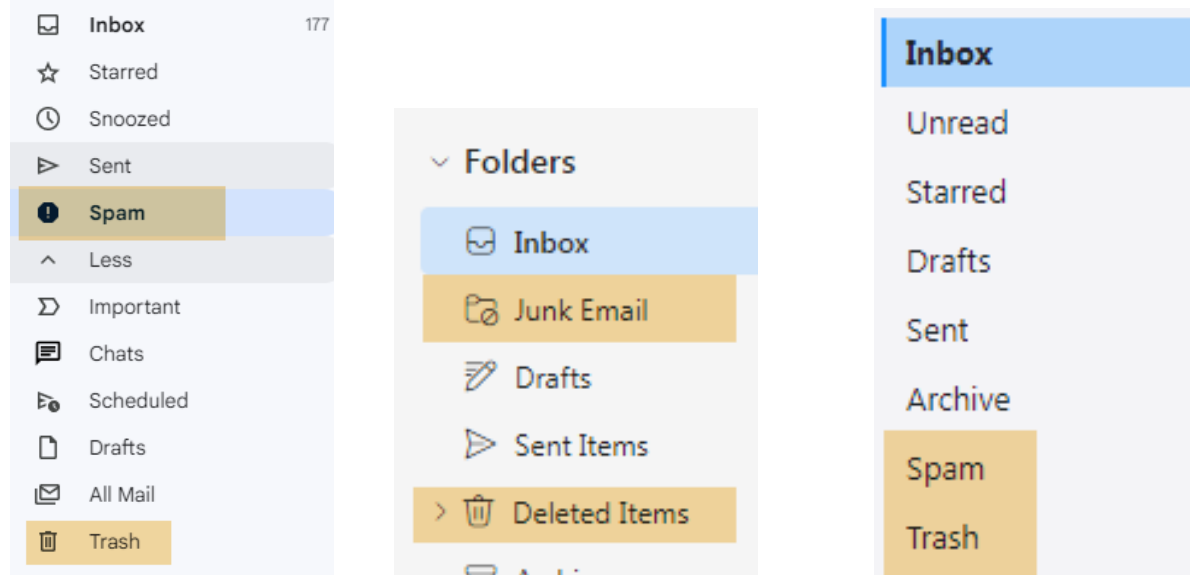
This Note Sheet will show you the easiest ways to let your Email provider know that the email you are looking at is one that you WANT and it's not spam or junk or trash.

Our examples show you what to do in Gmail and in Outlook—other Email providers will have similar functions—take good notes here for the differences with your Email provider.

Tech Tool(s) you'll be using: Computer—instructions will be similar for all devices—though remember that on smaller screens many functions are going to be shown only after clicking on 3 dots or 3 lines

Easiest Way—this is to do this for 1 email at a time

1 – Find the email that your Email provider has put into your 'junk' folder



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2 – Open the Email

3 – Click on the function/button to mark it as Safe/Not Junk/Not Spam (2 examples)

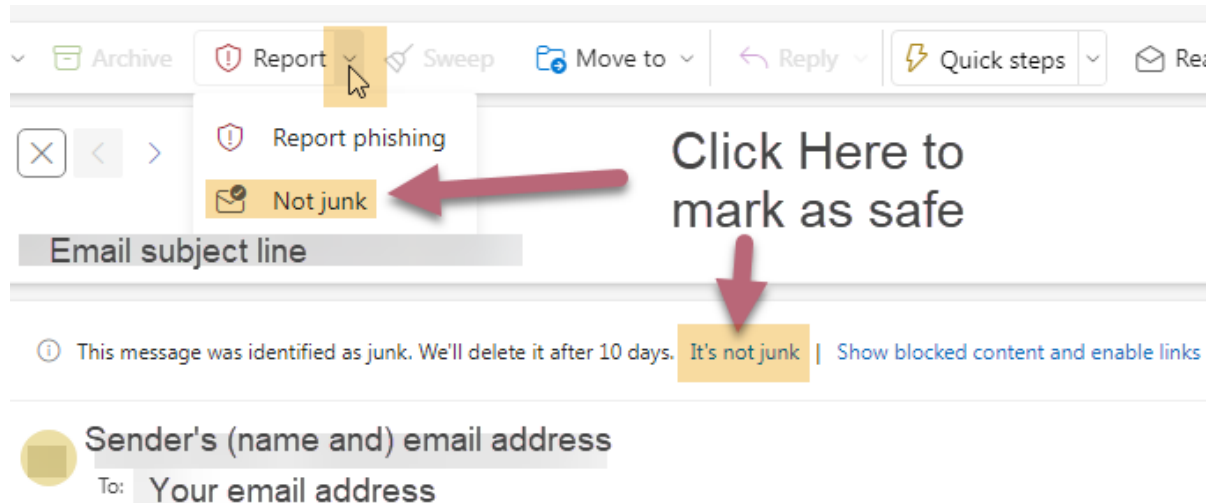


Sender's (name and) email address
Your email address

Why is this message in spam? It is similar to messages that were identified as spam in the past.

Report not spam | OR click Here to mark as safe

OR

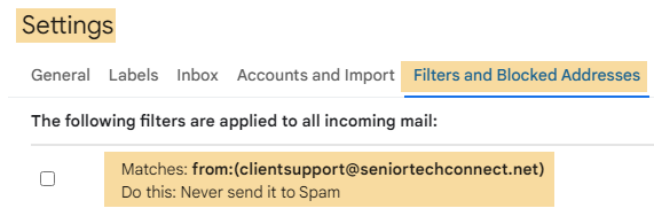
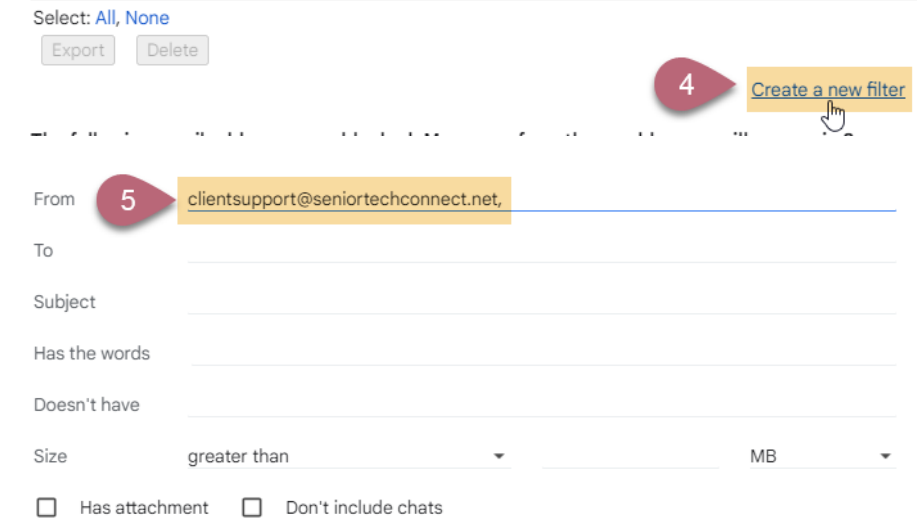
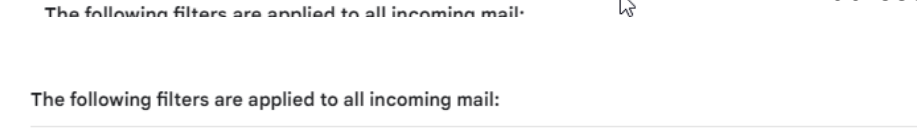
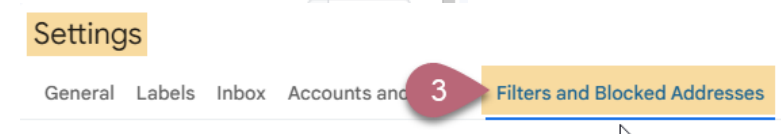
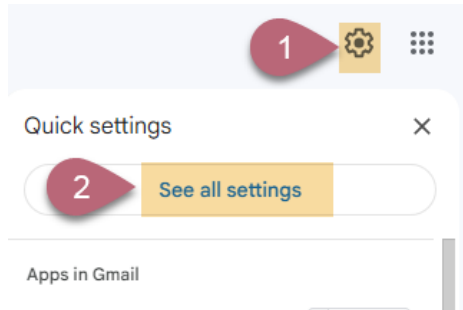


What are the steps with YOUR Email Provider—when opening an email?

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To Mark an Email Sender as Safe (for all their emails) – Create a Filter

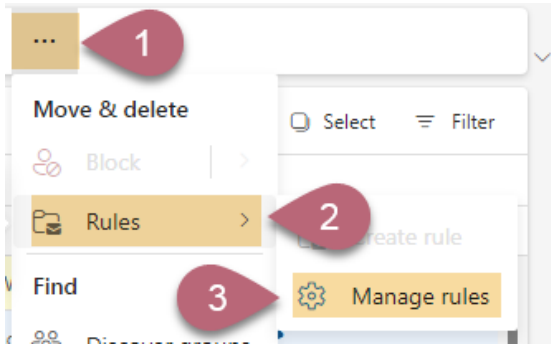
Emails from Senior Tech Connect will be sent from 'ClientSupport@SeniorTechConnect.Net'
In Google Mail/@gmail - clientsupport@seniortechconnect.net



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In Outlook – Add safe senders to their list in Settings

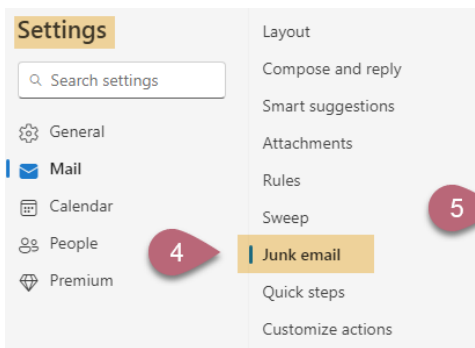
clientsupport@seniortechconnect.net or domain seniortechconnect.net



1 – Click on 3 dots in upper right

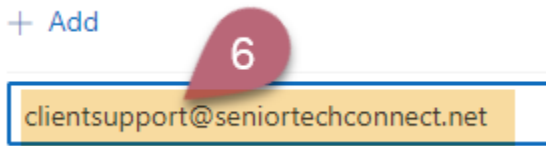
2 – Click on Rules

3 – Click on Manage Rules (Settings icon)

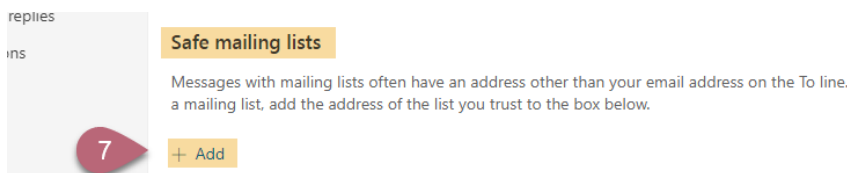


4 – Click on the Junk Mail section

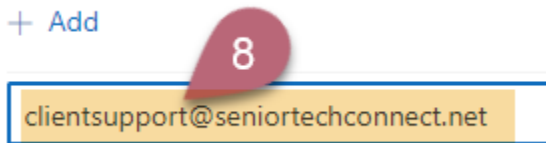
5 – Click 'Add' in the Safe Senders and domains section



6 – Enter specific address OR just domain and click 'Enter' key to Add



7 – To add a specific address that will send you emails as part of mailing lists (like ours will) go to 'Safe mailing lists' and click 'Add'



8 – Enter the email address that will be sending you messages as part of a mailing list and click 'Enter' key to add

They will appear in each section as you add them

9 – Scroll down and if there is an active (colored in) 'Save' button—click on it



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TROUBLESHOOTING TIP – When you use a different Email provider and can't find these options shown

Time for an internet Search

Open a new Tab in your Browser

Click + sign to the right of your currently open Browser tabs to open new tab

Click into the Search field and type “How to mark Email as safe in ___” or “How to mark Email Sender as safe in ___”

Most will have a field in the middle of the screen and you can also usually search by putting your cursor into the address bar (where website addresses usually are) and typing your search there

Replace the ___ with the name of your Email provider

Look at the search results and notice the most commonly suggested answers—follow those—keep trying until you identify which solution works for you

Once you have successfully learned how to do it in your Email provider—please make notes of those specifics here in this Note Sheet—so that you'll know how to do it next time.

Please connect and share what you've learned with someone you know—THANK YOU!

Thank you for all you do to connect with others and make our world a better place to be!