SCHOOL OF THE FUTURE
BrisbaneSDE

# Creating a Safe Sender Whitelist

## Purpose

There are numerous reasons why an email may be blocked or end up in 'SPAM' folder. These include how the email is formatted, the text that is present in the email, images that are embedded, as well as attachments.

To try and narrow what exactly is the cause in this situation. It is much easier to create a filter in Gmail so that any email that is being received from a particular sender does not end up in 'SPAM'.
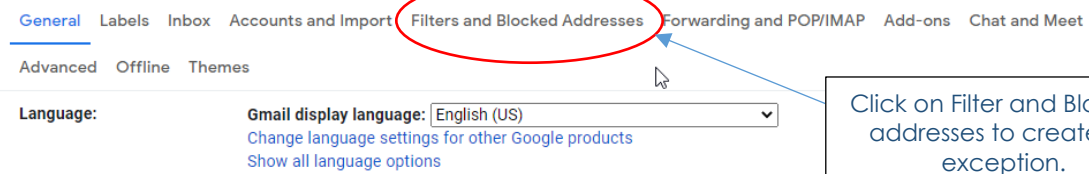
## Creating a filter

1. Login to your Gmail account. Left click on the cog.

Cog to access settings

See all settings button
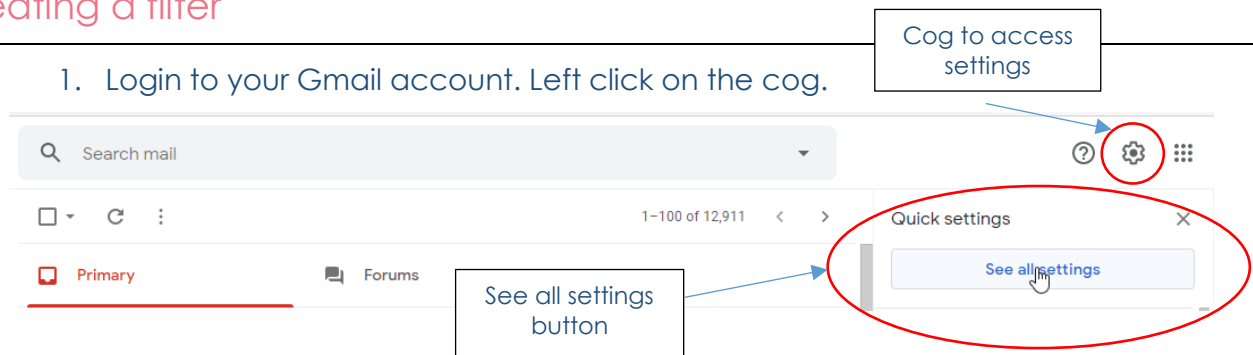
2. Now click on 'See all settings'. This will give you access to all your Gmail settings. Left click on 'Filters and Blocked Addresses'.
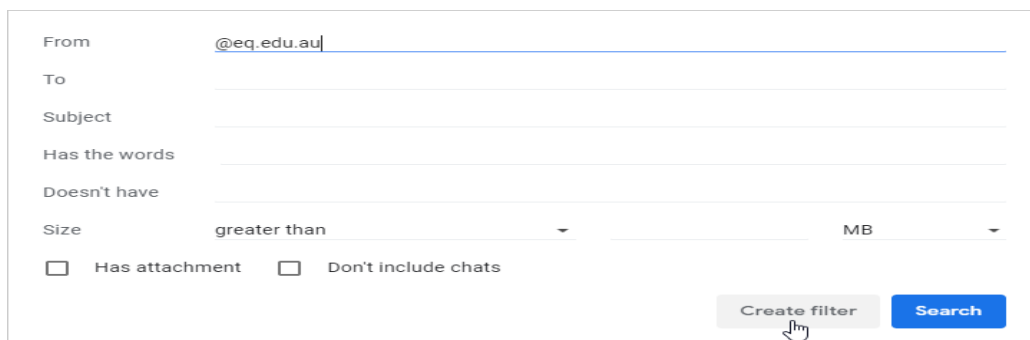
Click on Filter and Blocked addresses to create an exception.

3. Scroll to the **bottom** of the 'Filter and Blocked Addresses' page and you will find the 'create new filter' option. Click on this option.
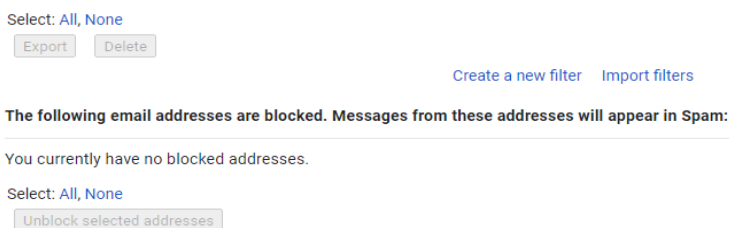
4. On the filter page enter the school email domain @eq.edu.au Also create a filter for compass @compass.email as this will be used for communication to students.

| From | @compass.email |
|------|----------------|
| To | |
| Subject | |

5. Click on Create filter.  Select 'Never send it to SPAM' in the next window as given below.

← When a message is an exact match for your search criteria:

☐ Skip the Inbox (Archive it)

☐ Mark as read

☐ Star it

☐ Apply the label:  Choose label...  ▾

☐ Forward it    Add forwarding address

☐ Delete it

☑ Never send it to Spam

☐ Always mark it as important

☐ Never mark it as important

☐ Categorize as:  Choose category...  ▾

☐ Also apply filter to **51** matching conversations.

Note: filter will not be applied to old conversations in Spam or Trash

❓ Learn more                                        **Create filter**

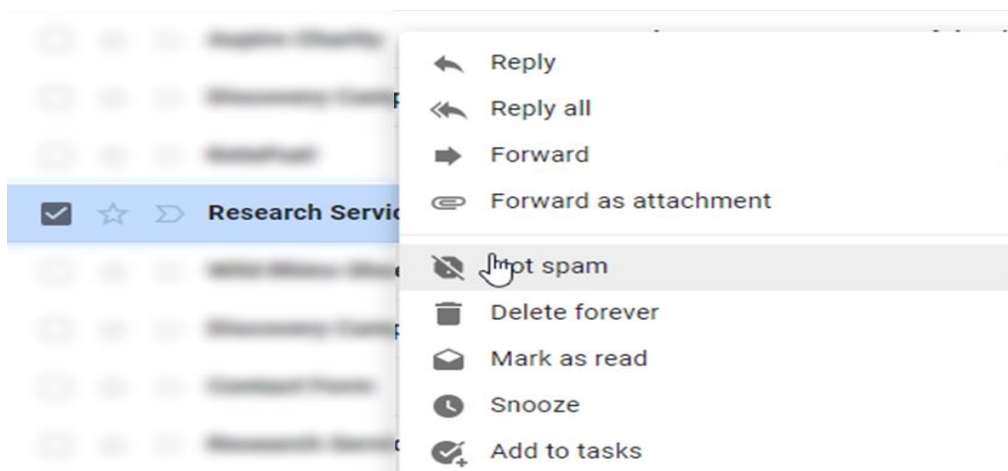6. Once done successfully, you should have a filter rule saved in your list as given below.

☐ Matches: **from:(@eq.edu.au)**
   Do this: Never send it to Spam                                    edit   delete

7. This process should also be followed for @brisbanesde.eq.edu.au

## Mark messages as 'Not Spam'

The other method of approaching this is to mark previous message from the sender as not SPAM.

1. In Gmail, navigate to the spam folder. Search for an email from @eq.edu.au, right click on the email and left click on Not SPAM

↩ Reply
« Reply all
➡ Forward
📎 Forward as attachment
☒ Not spam
🗑 Delete forever
✉ Mark as read
🕐 Snooze
✓ Add to tasks

2. This will stop that specific sender from ending up in the SPAM folder.  The first method is preferable as any communication from the department of education won't end up in SPAM.
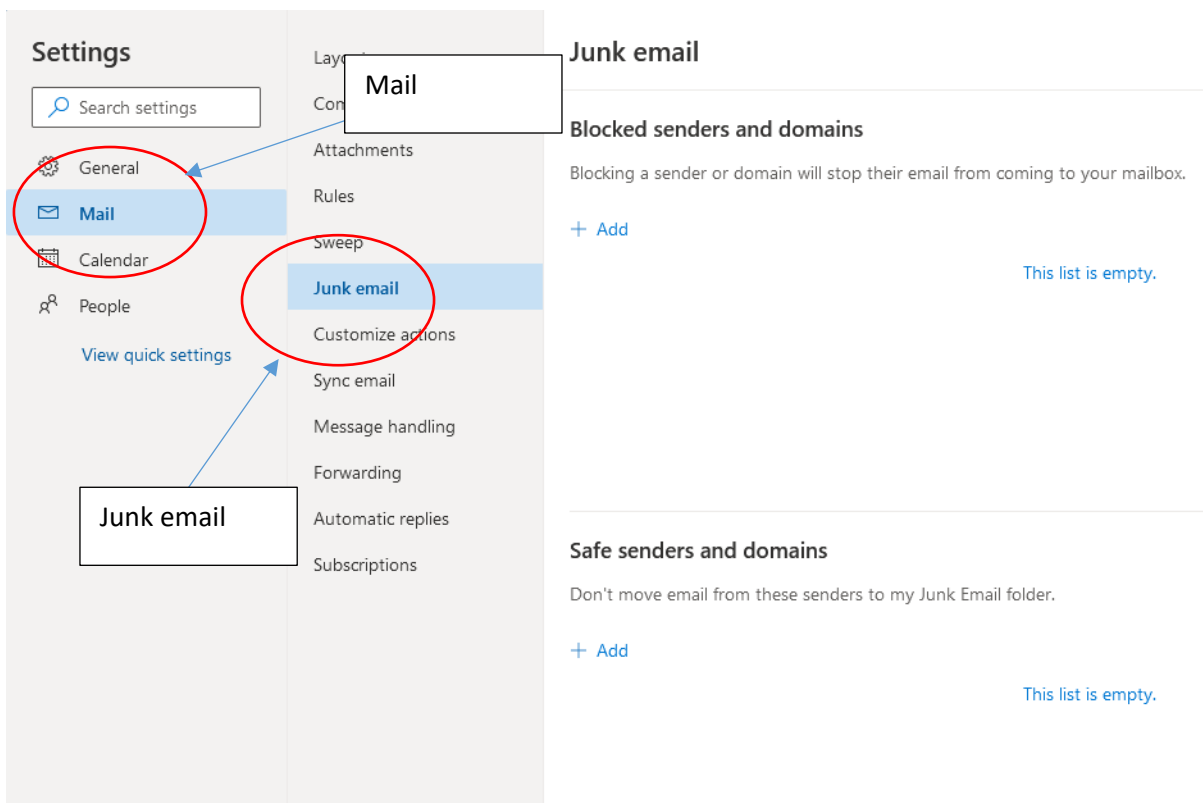
1. Log into your Outlook or Hotmail account. Click on the cog on the top right-hand corner.



Click for Outlook Settings
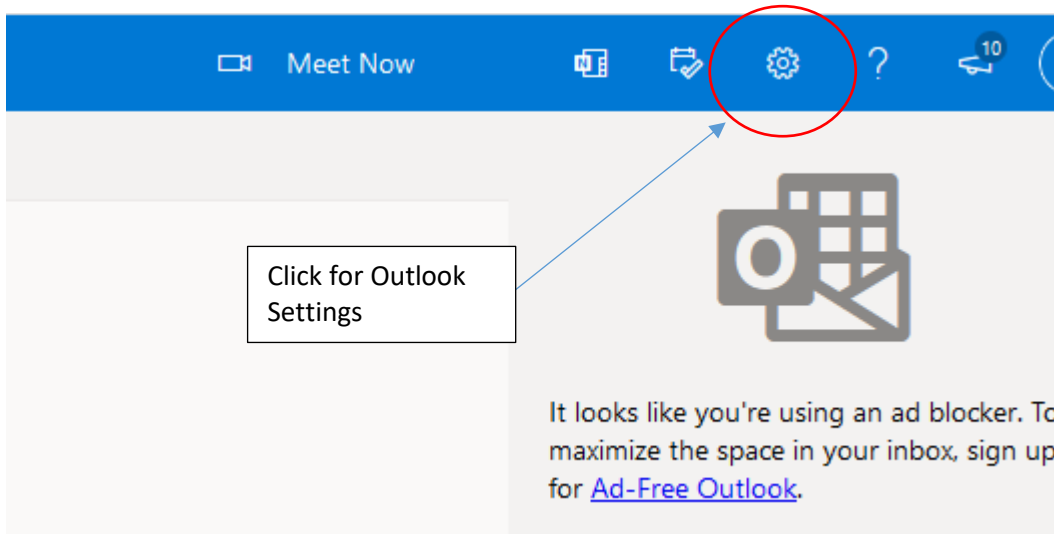
2. Navigate to the bottom of the screen in the settings pane and click on 'View all Outlook Settings'



Click to access all settings
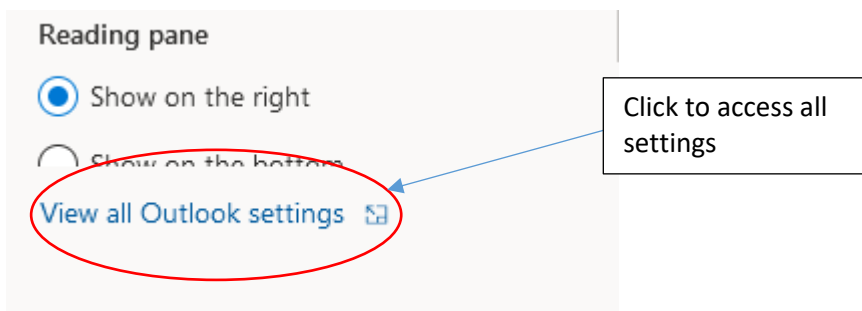
3. Under settings select 'Mail'. From there click on 'Junk email'.



Mail

Junk email

4. Under the 'Safe sender and domains' click on the + Add button to bring up the input box. In the box add eq.edu.au , brisbanesde.eq.edu.au and compass.email

This will allow all mails from Education Queensland and compass to be whitelisted.

**Safe senders and domains**

Don't move email from these senders to my Junk Email folder.

+ Add                                                    🔍 Search list

Example: abc123@fourthcoffee.com for sender, fourthcoffee.com for domain.