HOW TO PREVENT EMAILS FROM GOING INTO YOUR “JUNK” FOLDER

OUTLOOK
If Council’s MailChimp communication emails are landing in your “Junk” folder, right-click on one of the MailChimp emails and hover over “Junk” to select “Never block sender”. Then either drag it and drop it in your “Inbox”, or while it is still in the “Junk” folder, right-click on the email, select “Move” then select “Inbox”.

GMAIL

How to Prevent Emails from Landing in Gmail’s Spam Folder


Emails that land in your spam folder are unpredictable. Sometimes they do get in there, sometimes they don’t. One of the simple tricks to prevent emails from landing in your spam folder is to ensure that you have the email address systems@savc.org.za (e.g. noreply@jotform.com in the example below) added in your CONTACTS. But, sometimes that’s not enough, especially with email delivery of alerts coming from a website service.

With Gmail, you can prevent this from happening by adding EMAIL FILTERS. This will help you to explicitly make a sender, or even with the use of keywords, to put filtered emails to your INBOX.

How to set Gmail Spam Filter:

1. Log in to your Gmail account.
2. Click the GEAR icon at the top right and then click SETTINGS.
3. Go to FILTERS AND BLOCKED ADDRESSES and click CREATE A NEW FILTER.
4. In the FROM section, type the email address of the sender that you want to keep out of your Spam Folder.
5. Click CREATE FILTER.
6. Check NEVER SEND IT TO SPAM and ALSO APPLY FILTER TO MATCHING MESSAGES boxes.
7. Click CREATE FILTER again.

Start by logging in to your GMAIL account > click the GEAR icon at the top right > then SETTINGS.
On the **SETTINGS** page, go to the **FILTERS AND BLOCKED ADDRESSES** tab then click **CREATE A NEW FILTER**.

Now, let’s force **GMAIL** to not mark emails coming from **noreply@jotform.com** as **SPAM**. Let’s create a filter by setting **noreply@jotform.com** in the **FROM** field then proceed by clicking the **CREATE FILTER** link.

Setup your filter upon your discretion but make sure to tick both the **NEVER SEND IT TO SPAM** and **ALSO APPLY FILTER TO MATCHING MESSAGES** checkboxes. Click the **CREATE FILTER** button once you’re done.
Result:

Settings

The following filters are applied to all incoming mail:

- Matches: from:(noreply@jotform.com)
  - Do this: Never send it to Spam