IT Technical Support



Creating a Safe Sender Whitelist

Creating a filter in Gmail

Login to your Gmail account in your browser. Click on the cog icon up the top right and then select "See all settings".



You will then be able to navigate all Gmail settings. Click on "Filters and Blocked Addresses" from the menu running horizontally. Then click on the button "Create a new filter".

Settings		_					
General Labels Inbox Accounts and Import	Filters and Blocked Addresses	Forwarding and POP/IMAP	Add-ons	Chat and Meet	Advanced	Offline	Themes
The following filters are applied to all incoming mail:							
Select: All, None Export Delete Create a new filter Import filters							
The following email addresses are blocked. Messages from these addresses will appear in Spam:							
You currently have no blocked addresses.							
Unblock selected addresses							

In the "create a filter" box, enter the school domain **@eq.edu.au** into the "From" section. Then click Create filter.

From	@eq.edu.au		
То	-		
Subject			
Has the words			
Doesn't have			
Size	greater than	-	MB 👻
Has attachr	nent 🔲 Don't include chats		
			Create filter Search

On the next menu, select "Never mark it as Spam" and then click Create filter.



Once done successfully, you will have a rule saved in your filter list.



Complete these steps for @charterstowerssde.eq.edu.au and

@discussions.eq.edu.au to create filters for both these domains. This will ensure that all emails from staff, admin and our home tutor distribution list do not go to the Spam folder.

Creating a Safe Sender list in Outlook

Login to Outlook in your browser. Then click on the cog icon up the top right to open Settings.



In the Settings page, click Mail then Junk Email.

Under **Safe senders and domains** click the **+Add** button to bring up the input box.

Settings	Layout	Junk email	×
 ♀ þearch settings × ♀ General ♥ Mail ☞ Calendar ♀ People 	Compose and reply Attachments Rules Sweep Junk email Quick steps Customize actions Sync email Message handling	Blocked senders and domains Move email from these senders or domains to my Junk Email folder. + Add This list is empty.	
	Automatic replies S/MIME Groups	Safe senders and domains Don't move email from these senders to my Junk Email folder. + Add	

Enter **eq.edu.au** and hit Enter on your keyboard. This will add the domain to the Safe senders and domains list.

Do this for **charterstowerssde.eq.edu.au** and **discussions.eq.edu.au** to ensure all school domains are listed under the Safe senders and domains list.

Once these domains are listed, click the Save button. Now the school's emails will go to the inbox instead of being blocked or sent to the Junk folder.

Safe senders and domains						
Don't move email from these sen	ders to my Junk Email folder.					
+ Add	✓ Search	list				
discussions.eq.edu.au		Ø	Ē			
charterstowerssde.eq.edu.au		Ø	Ē			
eq.edu.au		Ø	Ŵ			
Filters						
Only trust email from addres	ses in my Safe senders and domains list and Safe mailing lists	-	,			
	Save	Di	scard			