Finding missing emails from clarity

To make sure you continue to receive emails from clarity alerting you to new Secure Messages, Account Updates and other important information, please make sure to add <u>enquiries@clarityglobal.com</u> as a safe sender within your email provider. Please find instructions below.

Outlook (Also known as Hotmail, live.com)

Scenario A – An email from clarity is in your junk mail

An email from clarity may have inadvertently ended up in the Junk Email box, this can happen sometimes from email providers.

To mark this email as "Not Junk" simply click the email, look at the top of the message and click "It's not junk".

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Scenario B – Outlook has provided a "Focussed" inbox

Microsoft offers a "Focussed" inbox to ensure that you receive the emails it deems as important to you. Sometimes automated emails from businesses, including clarity, can be caught in this filter.

Clarity would recommend looking at the "Other" inbox periodically and particularly making use of this when expecting a password reset email.

\bigcirc	Focused	Other	Filter 🗸

Scenario C – Adding clarity as a Contact and Safe Sender

It is recommended, to prevent further issues, that clarity is added as a safe sender and a contact within Outlook.com. To complete, please follow the steps outlined below.

Adding as a Contact

1. Click the "People" icon in the bottom left corner



2. Click "New contact"

New contact \mid \checkmark

- 3. Enter a name for clarity and the email address of <u>enquiries@clarityglobal.com</u>
- 4. Click "Create"

	First name clarity	
	Surname	
Contact info	rmation	
Email address enquiries@clarity	yglobal.com	
Device numbe	er	
Work		
Company		
Notes		
Add notes		
Create	Discard + Add more \vee	

Adding to Safe Senders

1. Click the Settings cog in the top-right of the screen then click "View all Outlook settings"



- 2. Click "Email" following by "Junk email" in the left-hand panes
- 3. In the second section "Safe senders and domains" type: clarityglobal.com

Settings	Layout	Junk email		×
Search settings General Email	Compose and reply Attachments Rules Sweep	Blocked senders and domains Blocking a sender or domain will stop their email from coming to your mailbox + Add	Search list	
delendar ر	Junk email	4lgeaig6abvxwvmx9h@mx4.revenustill.info	P	<u> </u>
	Customise actions	73bywqehppo5m3493j@offrestrictive.com	Ø	Ū
View quick settings	Sync email	alerts@live.com	0	۱.
	Message handling	anj5zynzue1mencwfl@line.high-cost.org	Ø	D
	Forwarding	atconsumernewsletter@customer.autotrader.co.uk	0	Ī
	Automatic replies	Safe senders and domains Don't move email from these senders to my Junk Email folder.		
		+ Add	🔎 Search list	
		clarityglobal.com		

- 4. Press enter on your keyboard
- 5. Now press "Save"



You have now included clarityglobal.com as a Safe Sender and should receive emails as expected.

Google Mail (Gmail)

Scenario A – An email from clarity is in your spam mail

Occasionally Google will mark automated emails as Spam. These can be found by clicking the left hand panel, then clicking "More" then "Spam".

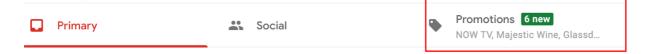
If there is a message from clarity that has been marked as spam, it is easy to tell Google to not mark these as Spam in the future. Simply open the email and press the "Report not spam" or "Not spam" button at the top of the email.



Scenario B – Gmail has provided a "Promotions" inbox

Google provides additional inboxes in an attempt to filter out automated emails. Like Microsoft, this can catch emails that come from clarity alerting you to a new Secure Message or IMS Rebalance.

To access this inbox, log into your Gmail account, look at the top of the page and click on the filter that is titled "Promotions". Here, there will additional emails available.



Scenario C – Adding clarity as a Contact

It may be necessary to add clarity as a contact to receive emails from <u>enquiries@clarityglobal.com</u>. This way, emails from clarity should always appear in your Primary inbox.

To complete this follow the steps below.

- 1. Go to https://contacts.google.com
- 2. Click "Create Contact"
- 3. Enter a name and make sure the email address is set to enquiries@clarityglobal.com
- 4. Press "Save"

+	Create contact				
Do	Contacts				
Ð	Frequently contacted				
ŧ	Merge & fix	Create nev	w contact D No Label		
^	Labels	ρ	First name clarity	Last name	
+	Create label	-	0	In the state	
Ţ	Import		Company	Job title	
↔	Export		enquiries@clarityglobal.com	Label	(
0	Print	ح	Phone -		
¥	Other contacts		Notes		
Û	Trash				Save
		Show mo			Cancel

Finally, its possible to create a filter to make sure emails from clarity never go to your spam box.

- 1. Open the Gmail website from your computer
- 2. In the search box at the top, select the Down arrow
- 3. In the From field, enter the sender email address
- 4. At the bottom of the search window, click Create filter
- 5. Select Never send it to Spam
- 6. Click Create filter

					When a message is an exact match for your search criteria:
		_			Skip the Inbox (Archive it)
From	enquiries@clarityglobal.com				Mark as read
То					Star it
					Apply the label: Choose label
Subject					Forward it Add forwarding address
Has the words					Delete it
Doesn't have					Never send it to Spam
Size	greater than	-	MB	-	Always mark it as important
Date within	1 day	•		Ē	Never mark it as important
Search	All Mail				Categorize as: Choose category
					Also apply filter to 2 matching conversations.
Has attach	ment 🔲 Don't include chats				Note: filter will not be applied to old conversations in Spam or Trash
			Create filter	Search	Learn more Create filter