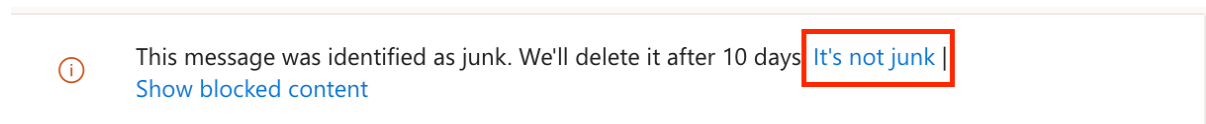# Finding missing emails from clarity

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 enquiries@clarityglobal.com 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".

> ⓘ This message was identified as junk. We'll delete it after 10 days. It's not junk |
> Show blocked content

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.
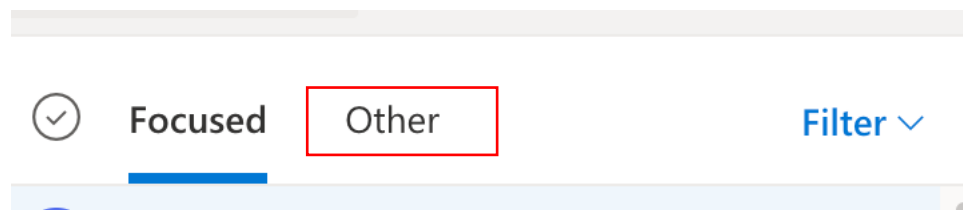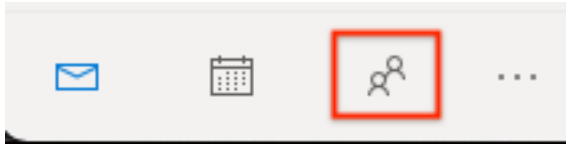

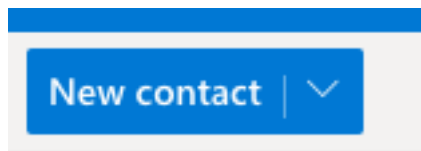**Scenario C – Adding clarity as a Contact and Safe Sender**

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"

3. Enter a name for clarity and the email address of enquiries@clarityglobal.com
4. Click "Create"
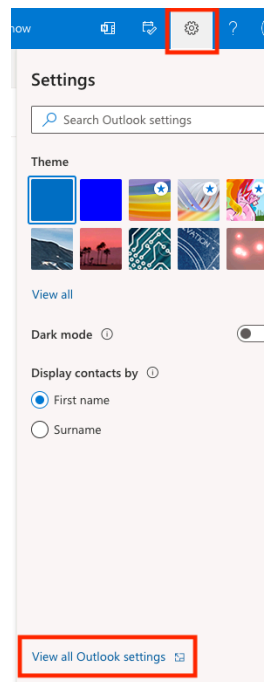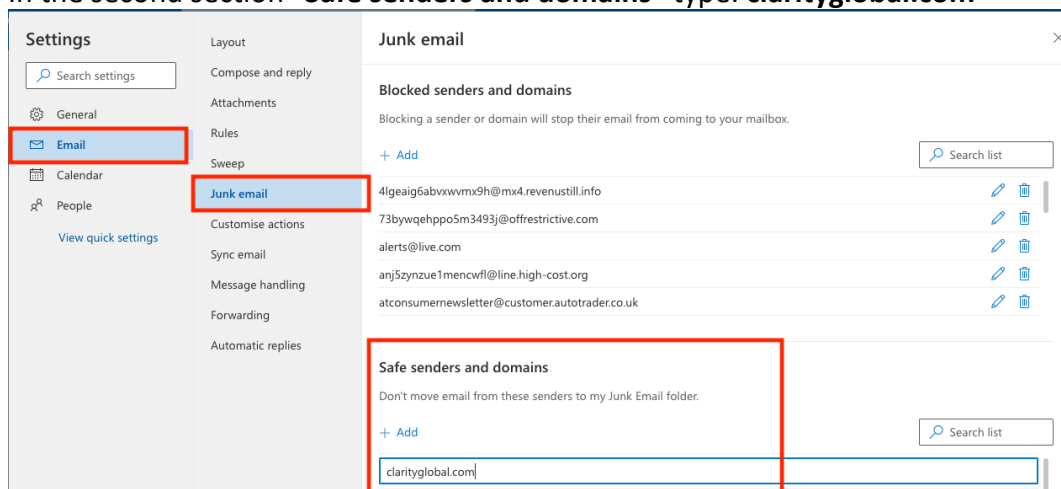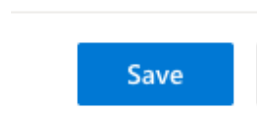
Adding to Safe Senders

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**

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.
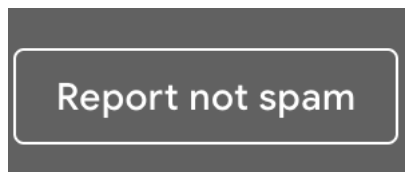
Scenario B – Gmail has provided a "Promotions" inbox

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 enquiries@clarityglobal.com. 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"
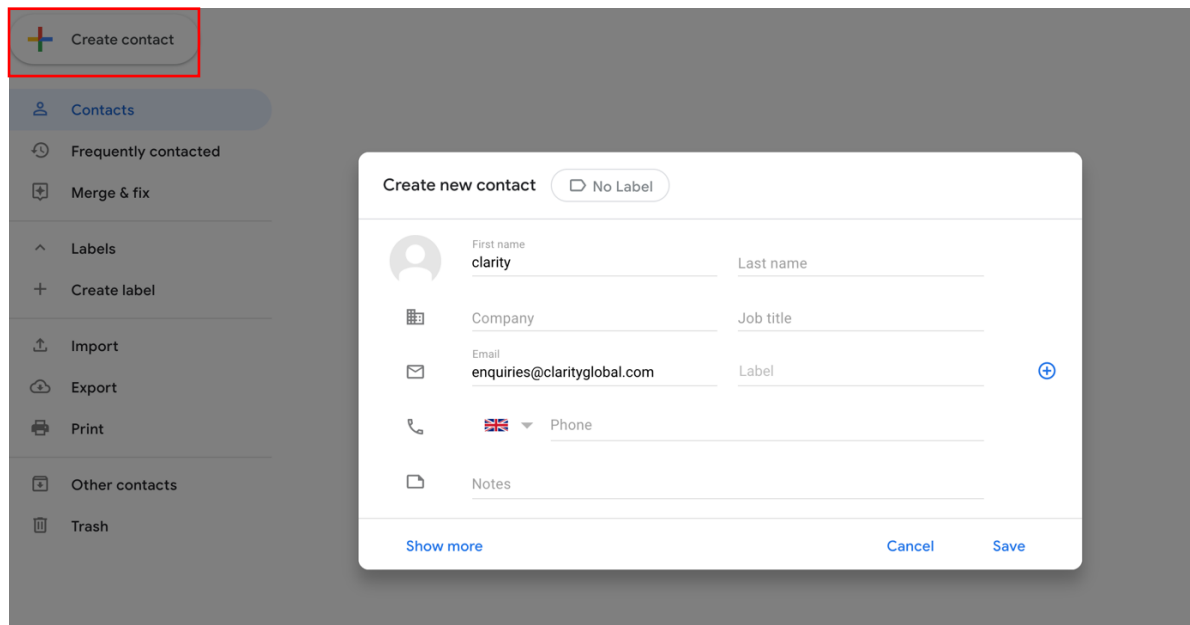
Finally, its possible to create a filter to make sure emails from clarity never go to your spam box.

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**