

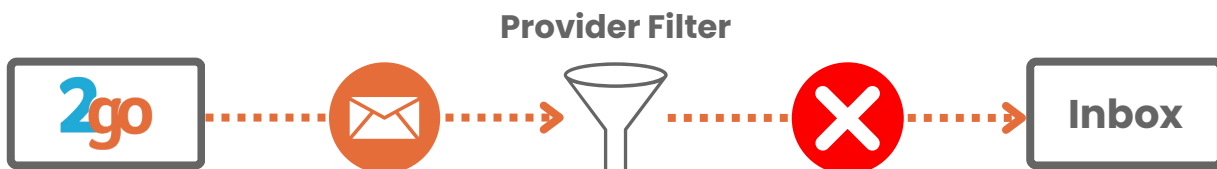
## Why You Might Not Be Receiving Our Emails & Ways to Help

### Overview:

Due to the content in our emails (such as rich images, links or attachments), they can get flagged by spam filters, which can prevent our emails from reaching you. While they are sending successfully from our system, email providers such as Gmail, Hotmail or Yahoo can sometimes filter our emails into your spam or junk folders, or block them from reaching your inbox altogether.

### Why does this happen?

Spam filters analyse many factors, including the type of content, the frequency of emails, and whether the sender's address has been flagged in the past. As a result, even though the emails are legitimate, they may be diverted to your spam or junk folder.



*Email sends successfully through Consent2go, but is blocked by the providers filter.*

### How to stop this?

To assist the filters with recognising and allowing our emails to send, there are a few things you can do:

**1) Check Your Spam or Junk Folder** – if our emails are sent to either of these folders, you will have the option to “mark as not spam”. This will send the email to your inbox as intended, and limit the filters on future emails sent.

**2) Add Us to Your Contacts or Safe Senders List** – adding our email to your contact book is the most effective way to ensure they are not filtered or marked as spam. Our email is [admin@mcbschools.com](mailto:admin@mcbschools.com)

*Please see the next page of this guide on instructions on how to action this.*

**3) Create a Filter to Always Allow Our Emails** – email filters can be used to set up “rules” in an inbox. With these rules you can set it so all our emails send directly to your inbox, which stops them from going to spam.

*Please see the third page of this guide on instructions on how to action this.*

## How to Add Contacts to Your Email:

**Our email to be added : [admin@mcbschools.com](mailto:admin@mcbschools.com)**

### **Gmail:**

1. Open Gmail and log into your account.
2. In the top-right corner, click on the Google Apps icon (the nine-dot grid) and select Contacts.
3. In Google Contacts, click the "Create Contact" button on the left-hand side.
4. Select "Create a contact" or "Create multiple contacts" if you want to add more than one.
5. In the "Name" field, you can leave it blank or enter your company name if desired.
6. In the "Email" field, enter our email address .
7. Click "Save".

### **Hotmail or Outlook**

1. Open Outlook.com or Hotmail and log into your account.
2. In the top-right corner, click on the gear icon and select "View all Outlook settings".
3. Under "Mail", click on "Junk email".
4. Scroll down to the "Safe senders and domains" section.
5. Under "Safe senders", click "Add".
6. Enter our email address and press Enter or Add.
7. Click Save at the bottom to confirm.

### **Yahoo Mail**

1. Open Yahoo Mail and log into your account.
2. Click on the gear icon in the top-right corner and select "More Settings".
3. In the left-hand menu, select "Filters".
4. Click "Add new filters".
5. Under "Filter name", give the filter a name (e.g., "[Your Company Name]").
6. In the "From" field, enter our email address.
7. Under "Then move the message to this folder", select "Inbox".
8. Click Save to confirm.

## How to Create Filters in Your Email

**Our email to be added : [admin@mcbschools.com](mailto:admin@mcbschools.com)**

### **Gmail:**

1. Open Gmail and click on the gear icon in the top-right corner.
2. Select "See all settings".
3. Go to the "Filters and Blocked Addresses" tab.
4. Click "Create a new filter".
5. In the "From" field, enter our email address.
6. Click "Create Filter" and then check the box next to "Never send it to Spam".
7. Click "Create Filter" again.

### **Hotmail or Outlook**

1. Open Outlook and click on the gear icon in the top-right corner.
2. Select "View all Outlook settings".
3. Go to "Mail" > "Rules".
4. Click "Add new rule".
5. Name the rule (e.g., "Allow Consent2Go Emails").
6. Set the condition to "From" and enter our email address.
7. Under "Do the following", select "Move to Inbox".
8. Click "Save".

### **Yahoo Mail**

1. Open Yahoo Mail and click on the gear icon in the top-right corner.
2. Select "More Settings".
3. Go to "Filters" on the left.
4. Click "Add new filters".
5. Name the filter (e.g., "Allow Consent2Go Emails").
6. In the "From" field, enter our email address.
7. Under "Then move the message to this folder", select "Inbox".
8. Click "Save".

### **Summary:**

By following these steps, you'll ensure that our emails reach your inbox without being filtered as spam. If you continue to have issues, feel free to reach out to us at [support@consent2go.com](mailto:support@consent2go.com) for further assistance.