How to prevent emails from fileSMART PrintMail being blocked as spam

Overview

Owners, tenants, or creditors may contact you to advise they are not receiving emails you've sent them from fileSMART PrintMail, for example Owner Statements and Invoices. It could also be that they received the emails but they were unable to open the attachments, or there were no attachments at all.

Because you regularly send bulk emails from fileSMART PrintMail with similar subject lines, the contact's email service provider could be blocking your emails altogether, blocking emails sent from your mail server, or be stripping the attachments as containing suspected virus.

The first thing to do is check that the emails have been sent from fileSMART PrintMail.

If they have been sent, then you can email the solutions listed below to your contact.

Checking that the emails have been sent

1. Check in fileSMART PrintMail that the email was sent to your email server.

    - If there is an 'In Progress collation', complete the collation by sending or printing any remaining emails – Contact fileSMART support if you need assistance.

    - If there are no 'In Progress' collations, click on 'Completed Collations' and select the relevant collation. Print the report. If the contact is listed as having been sent an email it really means that the email was sent to your mail server.

2. Check with the administrator of that server that the email in question was forwarded to the recipient's email provider.

    If the email was forwarded then something has happened to it after your email server sent it on. Most probably it has been blocked by the recipient's email provider or email program.

Emails sent but not received correctly - solutions suggested by various email providers

You can advise your contact to add the email address used in the fileSMART PrintMail Settings to their Safe senders list using the information listed below which we found from various email providers online.

BigPond Email Account
(from the beginning of August 2016, Bigpond email accounts are gradually being changed to Telstra Mail)

To request a white listing, send an email to BigPond Technical Support with either:

1. the original email received from the sender; attach it to the email you send

   OR

2. the following details:

3. The domain part of the sender's email address: e.g. @realestateagency.com.au

4. Sender's official website e.g. realestateagency.com.au

5. Reason for requesting white listing – e.g. 'My real estate agent emails statements and invoices to me regularly.'

Telstra Mail Email Account

1. Open up your account on the web/online.

2. Go to settings on the right-hand side.

3. Click on Mail.

4. Check Blocked Senders and make sure the domain of the sender,
   e.g. @realestateagency.com.au, is not blocked altogether, if so remove the domain or email address of the sender

5. Add the domain of the sender, e.g. @realestateagency.com.au, to the Safe Senders section.

Gmail Email Account

1. In the search bar at the top of the page, click the downward arrow for more options.

2. In the 'From' field, enter the domain of the sender, e.g. @realestateagency.com.au

3. Click 'Create filter with this search' at the bottom of this dropdown window.

4. Choose 'Never send it to Spam'.

5. Click 'Create filter'.

Apple Email Account

1. From your inbox, open an email from the Sender (look in junk folder).

2. In the 'From' line, click on the sender name to bring up an options box.

3. Choose 'Add to Contact' from the dropdown menu.

Outlook (Windows Live Hotmail) Email Account

1. Log in and click the 'Settings' icon at the upper right-hand corner of the page. Choose "More Mail Settings" option.

2. Under 'Preventing junk email' section, click 'Domain to mark as safe'.

3. Click 'Safe senders'.

4. In the 'Sender or domain to mark as safe' field, enter the domain of the sender, e.g. @realestateagency.com.au, and click 'Add to list'.

Yahoo Email Account

1. Log in and click the 'Settings' icon at the upper right-hand corner of the page. Click 'Settings'.

2. Under 'Filters' section, click 'Add'.

3. In the 'Sender' field, enter the domain of the sender, e.g. @realestateagency.com.au, under 'Then deliver the email to the following folder' field, choose 'Inbox' and click 'Save'.

Other Email Account

1. Click 'Options'.

2. Click 'Safe senders'.

3. Add the domain of the sender, e.g. @realestateagency.com.au, to the safe senders list and click 'Confirm'.

Please Note

If there is a link in the body of your email, this can sometimes trigger the email to be blocked by the recipient's email provider. To remove the link, go to the 'Jobs' section in fileSMART PrintMail and edit the email template of the Job design.

Further Assistance

If your contact needs assistance with these instructions, or they use an email provider not listed here, they should contact the provider directly.

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