Gmail: How to Make Our Emails Reach Your Inbox

If you use a Gmail email address, follow any of the options below so emails from **email.active.com** go to your inbox.

> ***Note**: email.active.com sends emails on behalf of the organization you are registered with.*

Option 1: Create a Filter (Recommended)

This must be set up on a computer, but once saved it works on all your devices.

1. Sign in to Gmail on a computer.
2. Click the **gear icon** in the top-right corner, then click **See all settings**.
3. Click the **Filters and Blocked Addresses** tab.
4. Click **Create a new filter**.
5. In the **From** box, type: **email.active.com**
6. Click **Create filter**.
7. Check the box next to **Never send it to Spam**.
8. Click **Create filter** again to save.

Option 2: Add the Sender to Your Contacts (Computer or Phone)

Gmail trusts emails from people saved in your contacts.

- **On a computer:**
    1. In Gmail, click the **grid of nine dots** in the top-right corner, then click **Contacts**.
    2. Click **Create contact**, then **Create a contact**.
    3. Enter a name (such as your organization's name) and the sender's email address ending in **email.active.com**, then click **Save**.
- **On a phone:**
    1. Open the **Gmail** app and open an email from the sender.
    2. Tap the sender's **picture or name**.
    3. Tap **Add to contacts**.

Option 3: Mark the Email as "Not Spam" (Computer or Phone)

1. Open your **Spam** folder in Gmail.

2. Open the email from the sender.
3. Click or tap **Report not spam**. The email moves to your inbox, and Gmail learns to trust future emails from this sender.

For IT Administrators Only

Most people can skip this. It only applies if your email account is managed by a school or business (Google Workspace).

1. Sign in to the Google Admin Console with an administrator account.
2. Go to **Menu** ☰ > **Apps** > **Google Workspace** > **Gmail** > **Spam, Phishing, and Malware**.
3. *(Optional)* On the left, choose the group this should apply to. To apply it to everyone, choose the top-level organization.
4. In the **Spam** section, click **Configure** (or **Edit** / **Add another rule** if a rule already exists).
5. Give the setting a name, such as *"Safe Senders List."*
6. Check **Bypass spam filters for messages from senders or domains in selected lists**.
7. Click **Create or edit list** > **Add Address List**, name the list, then click **Add Address**.
8. Enter **email.active.com**. Leave **Require sender authentication** checked – this helps block fake emails pretending to use this address.
9. Save the list, return to the original tab, select your new list, and click **Save**.