EMAIL FROM WESTPAC FOUNDATION NOT RECEIVED:

For GMAIL accounts:

a) Please check your 'SPAM' or 'JUNK' folder to confirm the email has been re-directed to that folder.

Google	in:spam		- Q	
Gmail +	□ ▼ C More ▼			
COMPOSE		Delete all spam	messages now (messages that	have been in Sparr
Inbox	🗌 📩 Westpac Foundation	Westpac Foundation Social Scale-up Grant	- Self-Assessment Survey - De	ar Danielle, Thank
Starred				
Sent Mail				
Drafts				
Less 🔺				
Important				
Chats				
All Mail				
Spam (1)				
Trasm				
▶ Categories	0 GB (0%) of 15 GB used			Terms - Privacy
Manage labels	Manage			
Create new label				

- b) Click back on "Inbox"
- c) Next to 'Search' click the Down arrow:

Google recommends using Chrome Try a fast, secure browser with updates built in					
Google					
Gmail -	C More *		Show search opuons		
COMPOSE	Primary	Social	Promotions	+	
Inbox					

- d) Ensure at the top of the page that "Search" is showing All Mail.
- e) In the "From" field, type westpacfoundation@westpac.com.au
- f) In the bottom right of the page, click Create filter with this search

Google		٩
Gmail -	Search All Mail \$	
COMPOSE	westpacfoundation@westpac.com.au ×	tions +
Inbox Starred		sment Survey - Dear Danielle, Thank you f
Sent Mail Drafts		
More -	Has the words	
Something's not right.	Doesn't have	
We're having trouble connecting to Google. We'll keep trying	Has attachment Don't include chats	
This may be caused by network or proxy issues. <u>Learn more</u> .	Size greater than Date within 1 day of	<u>Terms</u> - <u>Privacy</u>
	Create filter with this search »	>

- g) Check Never send it to Spam.
- h) Click Create filter.

Google	from:(westpacfoundation@westpac.com.au)	٩
Gmail -	« back to search options × When a message arrives that matches this search:	
COMPOSE	Skip the Inbox (Archive it) Mark as read	If-Assessment Survey - I
Inbox Starred Sent Mail	□ Star it □ Apply the label: Choose label \$	
Drafts More -	Forward it add forwarding address Delete it	
Something's not right	Never send it to Spam Always mark it as important	
We're having trouble connecting to Google. We'll keep trying	Never mark it as important Choose category \$	
This may be caused by network or proxy issues. Learn more.	Create filter Also apply filter to 1 matching conversation.	

For Outlook accounts:

- a) Check the email is in the 'JUNK' folder.
- b) Select the email from 'westpacfoundation@westpac.com.au'
- c) Right click on the email, then select Junk > Not Junk



- d) The dialog box "Mark as Not Junk" will pop-up.
- e) Please check "Always trust e-mail from westpacfoundation@westpac.com.au"
- f) Click the **OK** button.