<u>Receiving Email from ERES</u>

We must be able to communicate with our tenants and clients using email. We send some emails from our ISP with no issues. Some emails that that are sent through our internet based management software may be being deleted or placed in your "Spam" or "Junk" folder by your email service. This is a common problem with many business email services. You need to make certain **eres@sunflower.com** is listed in your apps/programs as a Safe Sender and you might need to create a "Rule" or "Filter" in your email settings to make certain our mail arrives in your Inbox. Below are some of the steps you might follow to do this.

Steps we followed to set up a Gmail filter:
1. Click the gear shaped icon near the upper right of your Gmail screen
2. Click "Settings"
3. Click "Filters and Blocked Addresses"
4. Click "Create a new filter"
5. On the "from" line type *ERES@Sunflower.com* (not case sensitive)
6. Click "Create filter"
7. Place a check mark in the box to the left of "Never send it to Spam"
8. Click "Create Filter"

Comcast filter creation instructions we found online:
1. In the email program, click on "Preferences".
2. Click on "Email filters and signatures," located on the right side.
3. Click on "Add Filter".
4. Add a filter name, like ERES Reports.
5. Enter the email address *ERES@Sunflower.com*. (not case sensitive)

Steps we followed for a filter in Yahoo:
1. Click the gear shaped icon near the upper right hand corner of the screen
2. Click "More Settings", At the left side of the screen click "Filters", Click "Add new filters".
3. In "Set rules", Name your filter (ERES), Click "From", Select the filter criterion "contains" or "begins with", Type in all or part of our email address, *eres@sunflower.com*.
4. Under "Choose a folder to move to" click on "Select folder", select "Inbox" and click "Save".

Check your Spam folder and follow the steps below for any past messages that might be in Yahoo spam. **Gmail** has a very similar process.
1. Click the "Spam" folder. (If you don't see the "Spam" folder, click "More" below the "Sent" folder.)
2. Select emails from *ERES@Sunflower.com*.
3. Click "Not Spam" at the top of the page. The emails will return to your Inbox.

For an older desktop version of MS Outlook the process of setting up a "rule" was similar to those above. The process for creating a filter for the internet based Outlook is very similar to the one above for Yahoo.

All email services should provide a way of designating *eres@sunflower.com* as a safe sender, or creating a filter or rule to make certain the emails from ERES are directed to your inbox. Please let us know if you have questions or ongoing problems. If you wish to test your settings, please let us know and we can send a test message. It may be critical that you receive our email communications in real time.