

# Not Receiving E-mails from EPR Security

## Assistance Document on Gmail

Open your default web browser (Internet explorer, Firefox, Google Chrome, Safari .....).

Go to [www.google.co.za](http://www.google.co.za)

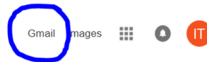
Log into Your Gmail Webmail account.



Google Search I'm Feeling Lucky

Google.co.za offered in: Afrikaans Sesotho isiZulu isiXhosa Setswana Northern Sotho

Click on Gmail to open the Gmail on the web browser.

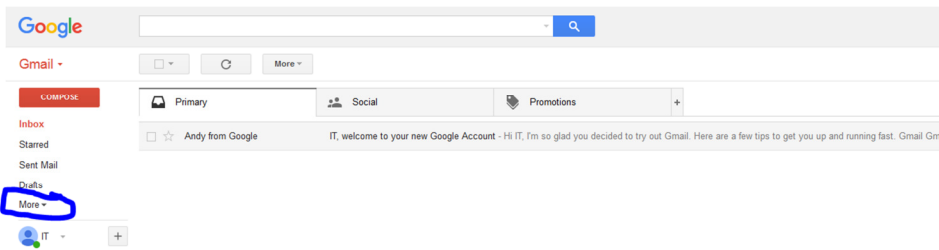


South Africa

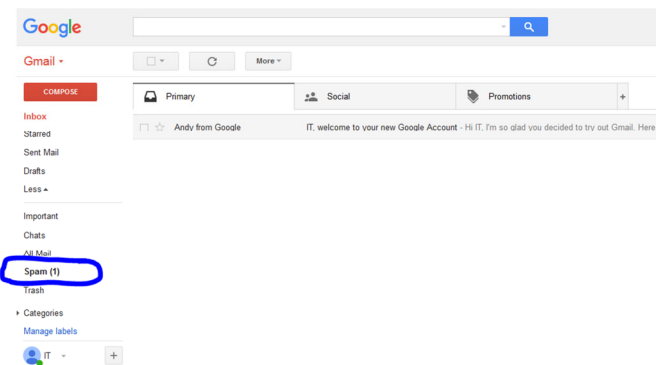
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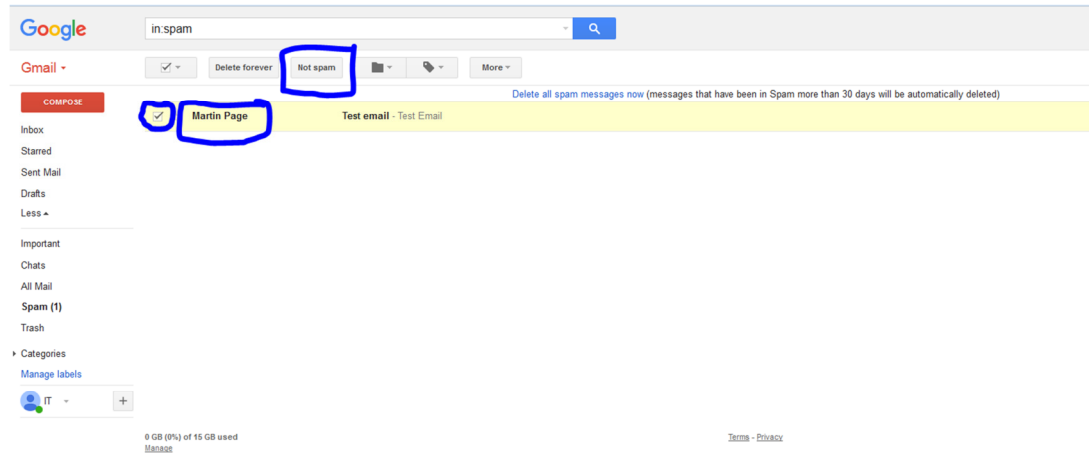
On the Left-hand side, there will be a "More" dropdown list. Click on it.



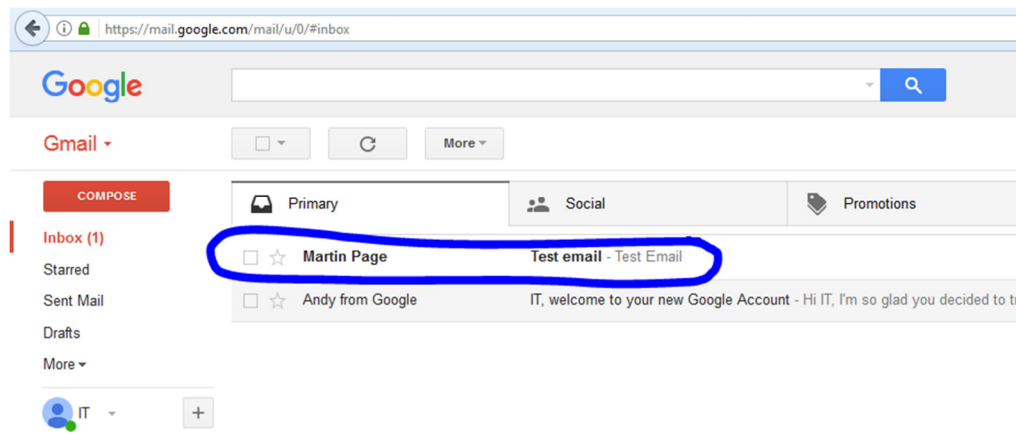
Once you have clicked on "More" there will be a "Spam" folder.



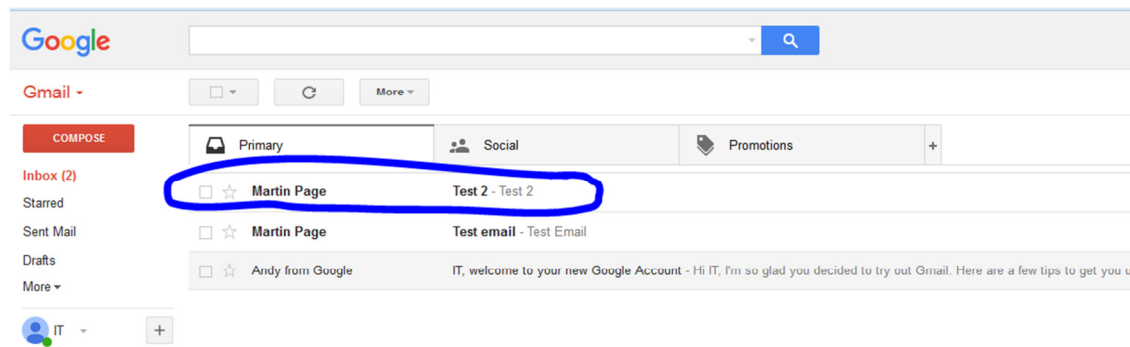
In the "Spam" Folder u will see the email from EPR Security. Select the email with a tick in the tick box and click on Not spam in the middle at the top.



Click on the inbox on the left-hand side at the top to open the inbox and the mail will be moved to the "Inbox" folder.



The next time an Email send from us will be directly into the "inbox" of your Gmail account and not listed in the "Spam" Folder.



This is Caused by the Spam filter built into Gmail.