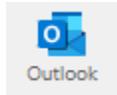


How can I make sure web support tickets end up in my email and not in my junk/spam folder?

Our Outlook accounts at CU have a Safe Senders list and you can add support@sompass.zendesk.com to it so you will always receive our web support emails.

1. Follow instructions here for logging into your Office 365 account: <https://www.cu.edu/docs/office-365-sign-office-365>

2. Click Outlook on the far-left side of the screen



a.

3. Open the Settings sprocket in the upper-right side of the window



a.

4. At the bottom of the pane that opens, click "View All Outlook Settings".



a.

5. Click the "Mail" selection in the far-left Settings menu (see: figure 1).
6. In the next menu over that appears, click "Junk email"
7. In the Junk Email window scroll down and "+ Add" support@sompass.zendesk.com in your Safe Senders and Domain list.

Figure 1

