

Client Side Gmail/Outlook

Instructions for Ensuring SmartTRAK Emails

Do Not Go to Junk or Outlook Quarantine



These instructions are to be used on the client side. Some companies have particularly restrictive SPAM filters. SmartTRAK has instructions for the I.T. side as well.

CONTACT RECORD

Create a SmartTRAK Contact in your email contacts

Name: SmartTRAK

Email: info@smartTRAK.com

Email: no-reply@sg-smtp.siliconmtn.com

a) Outlook

A screenshot of the Outlook 'SmartTRAK - Contacts' window. The window has a title bar with standard OS controls and a 'Contact' tab. Below the title bar is a toolbar with icons for 'Save & Close', 'Delete', 'Email', 'Meeting', 'IM', 'Forward', 'Map It', 'Categorize', 'Follow Up', and 'Private'. The main area shows a contact card for 'SmartTRAK Last Name' with a red circular profile picture containing a white 'S'. Below the name are fields for 'Job Title', 'Office', 'Department', and 'Company'. At the bottom of the card are tabs for 'Contact', 'Organization', 'Details', 'Notes', and 'Certificates'. The 'Details' tab is selected, showing sections for 'Phone' (with a plus icon), 'Internet' (with a plus icon), and 'Address' (with a plus icon). Under 'Phone', there are 'Mobile' and 'Work' fields, both with dropdown arrows and placeholder text '(xxx) xxx-xxxx'. Under 'Internet', there are two 'Work E-mail' fields with dropdown arrows, containing the addresses 'no-reply@sg-smtp.siliconmtn.com' and 'info@smarttrak.com'. Under 'Address', there is a 'Work' field with a dropdown arrow, and sub-fields for 'Street', 'City, State ZIP', and 'Country'.

This is link to Outlook Contact on a Google Drive, you can click link and download this contact VCF card (no preview available) ...

https://drive.google.com/file/d/1ahMM04EH_qL02XKIXz6FEGfv7KPDaisY/view?usp=sharing

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b) Gmail Google Contact



SmartTRAK

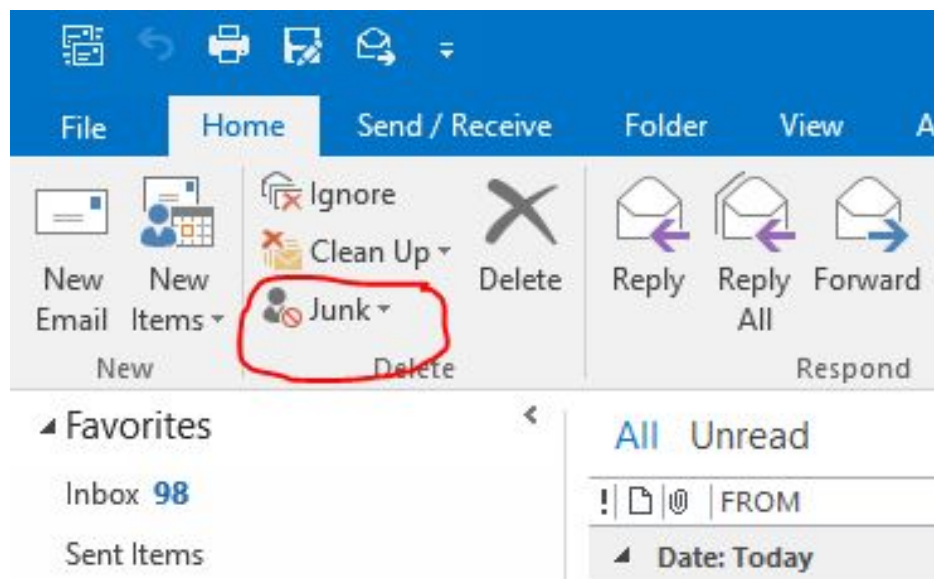
Job Title , Company

☆ My Contacts

Work info@smartTRAK.com
Work no-reply@sg-smtp.siliconmtn.com
Add email

OUTLOOK SPECIFIC INSTRUCTIONS

1. On home Outlook page, right next to the big delete X, pull down the arrow next to the word "Junk"



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2. Select Junk Email Options.
3. On the first tab, select "HIGH" for level of email.
Setting should look like this:



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4. Then, go to the Safe Senders Tab and check the first box indicating to "trust emails from my contacts"



5. **Apply**

Gmail Specific Instructions

1. First, if you find email from SmartTRAK in your Gmail spam folder, select our email and click the "Not Spam" button
2. Next, open an email that you have received from us (info@smarttrak.com)
3. Click on the little down-pointing-triangle-arrow next to "Reply"
4. Click "Add smarttrak.com to Contacts list"