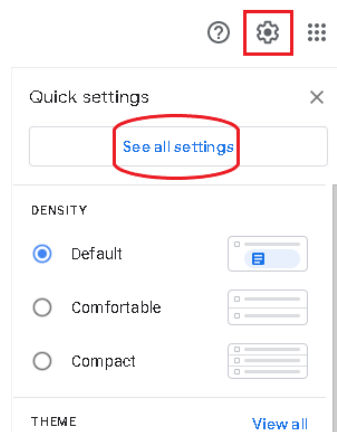


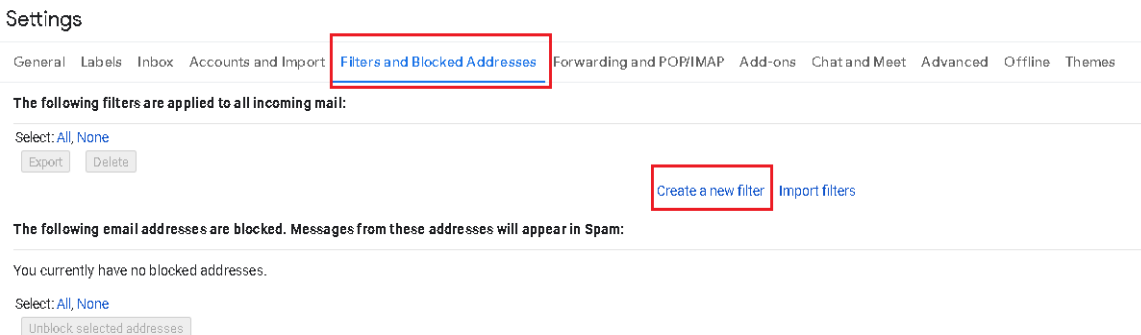
Having trouble receiving our Emails?

This is a guide to help you whitelist our email domain to ensure our emails go to the correct folder within your email. This guide is specifically for Gmail email accounts, but whitelist rules can be set up in your settings for any email account.

Step 1. Login to your Gmail account and click on settings. This will be the cog wheel in the upper right-hand corner of the screen. Be sure to click on **“See All Settings”** to be able to see your rules.



Step 2. Once you can see all the settings, you'll see a screen like below. Click on **“Filters and Blocked Addresses”** then click on **“Create a New Filter”**.



Step 3. In the “from” space, add in **@mycrra.com** (this is the domain where most if all emails will be coming from), and click on “**Create Filter**” as shown below.

From

To

Subject

Has the words

Doesn't have

Size MB

Has attachment Don't include chats

Step 4. Check the boxes, “**Never send it to Spam**”. Optional options are: “**Always mark it as Important**”, “**Star it**”, and “**Categorize as: Primary**”. We want to make sure all the emails do not get sent to spam/trash. The other options help you to notice the emails easier. I have circled the options below.

← When a message is an exact match for your search criteria:

- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label: Choose label... ▾
- Forward it [Add forwarding address](#)
- Delete it
- Never send it to Spam
- Always mark it as important
- Never mark it as important
- Categorize as: Primary ▾
- Also apply filter to matching conversations.

Note: filter will not be applied to old conversations in Spam or Trash

Step 5. Click on “**Create Filter**”. Once created you should see the filter in your list of filters. This filter can be edited or deleted at any time by visiting the “**Filters and Blocked Addresses**” tab in your settings.