

[All Collections](#)[FitGrid LIVE](#)[Tips and Tricks](#)[Ensure live-stream links arrive in the inbox](#)

Ensure live-stream links arrive in the inbox

How to set up a filter or add a contact that prevents FitGrid LIVE links from getting lost



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Updated over a week ago

When you sign up for a live-streamed class, FitGrid sends you a confirmation email as soon as possible.

Then, about one hour before the scheduled start time of the class, we send you another email containing a unique access link. To ensure FitGrid emails arrive in your inbox every time, follow the steps below for your email provider.

Gmail

Gmail uses machine learning to guess where you want these emails to go. Sometimes it'll send them to "Promotions" or even to "Spam." To prevent this from happening, you have to tell Gmail where you want these messages to go, so that it no longer has to guess.

How can you tell Gmail where you want these messages to go? Create a filter! Here's how:

- In Gmail, click the little arrow on the right side of the search bar.
- In the "**From:**" field, type "hello@fitgrid.com" for customers or "instructor-support@fitgrid.com" for instructors and click "**Create filter**" at the bottom.

From

To

Subject

Has the words

Doesn't have

Size

Date within

Search

☐ Has attachment ☐ Don't include chats

Create filter

Search

- On the next screen, mark **"Never send it to spam," "Always mark it as important,"** and **"Categorize as: Primary"** and click **"Create filter"** at the bottom.

from:(hello@fitgrid.com)

← When a message arrives that matches this search:

☐

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

☐

Send template: Choose template... ▾

☒

Always mark it as important

☐

Never mark it as important

☒

Categorize as: Primary ▾

☐

Also apply filter to 0 matching conversations.

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

?

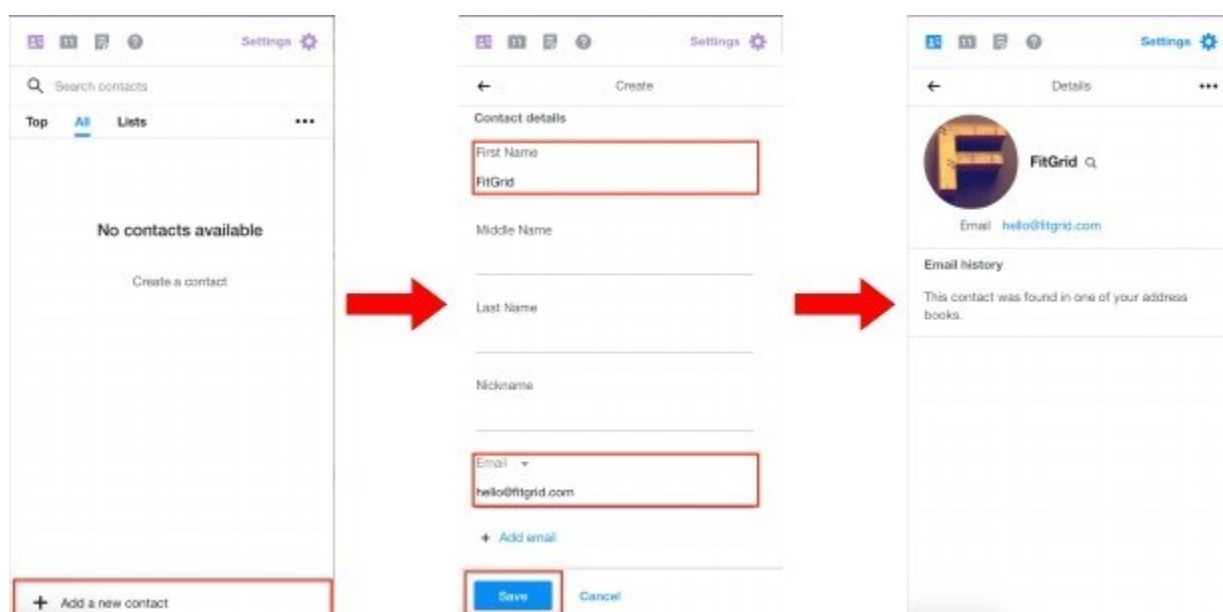
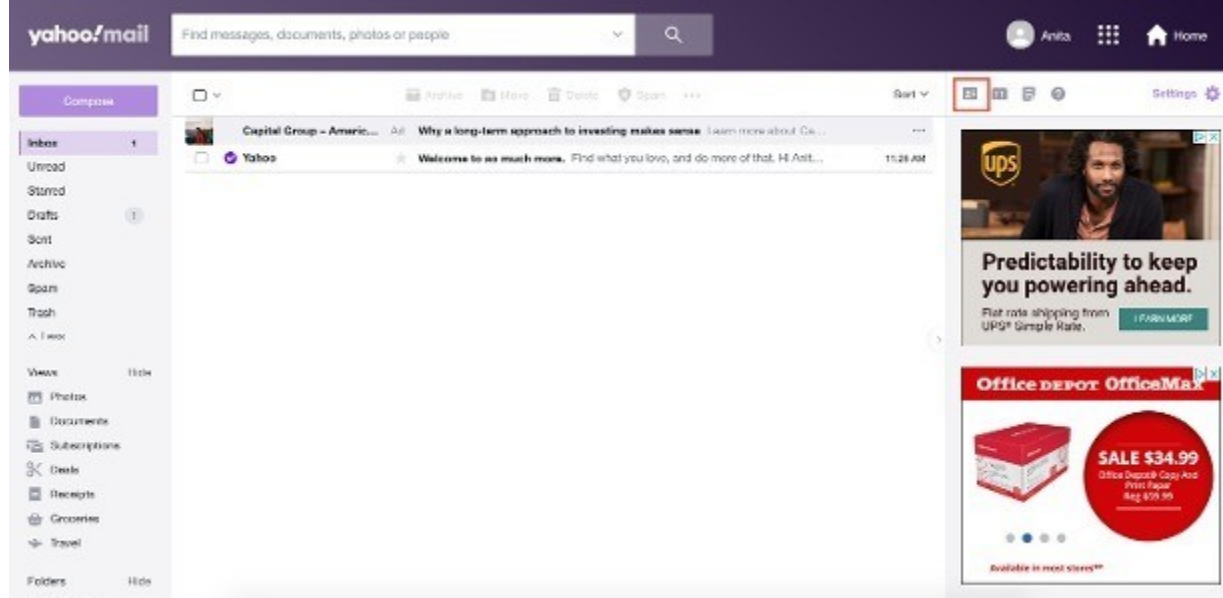
 Learn more

Create filter

Yahoo

To ensure our emails deliver to your Yahoo inbox every time, we recommend that you add “hello@fitgrid.com” as a contact. Follow these steps outlined and documented in the images below:

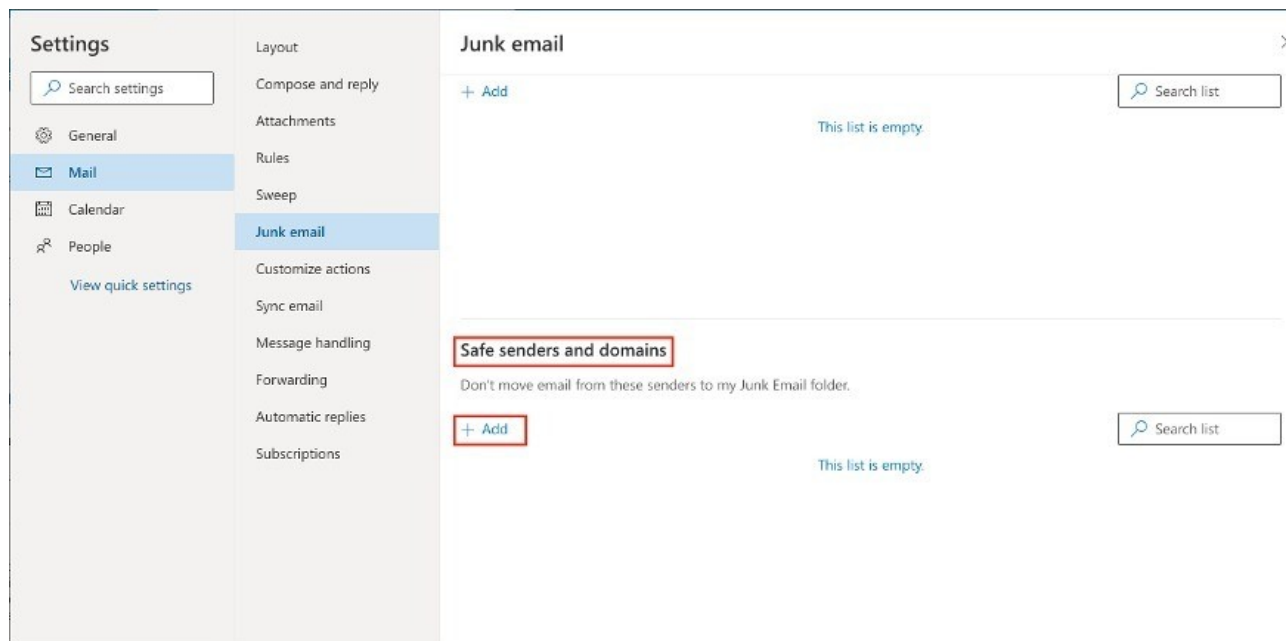
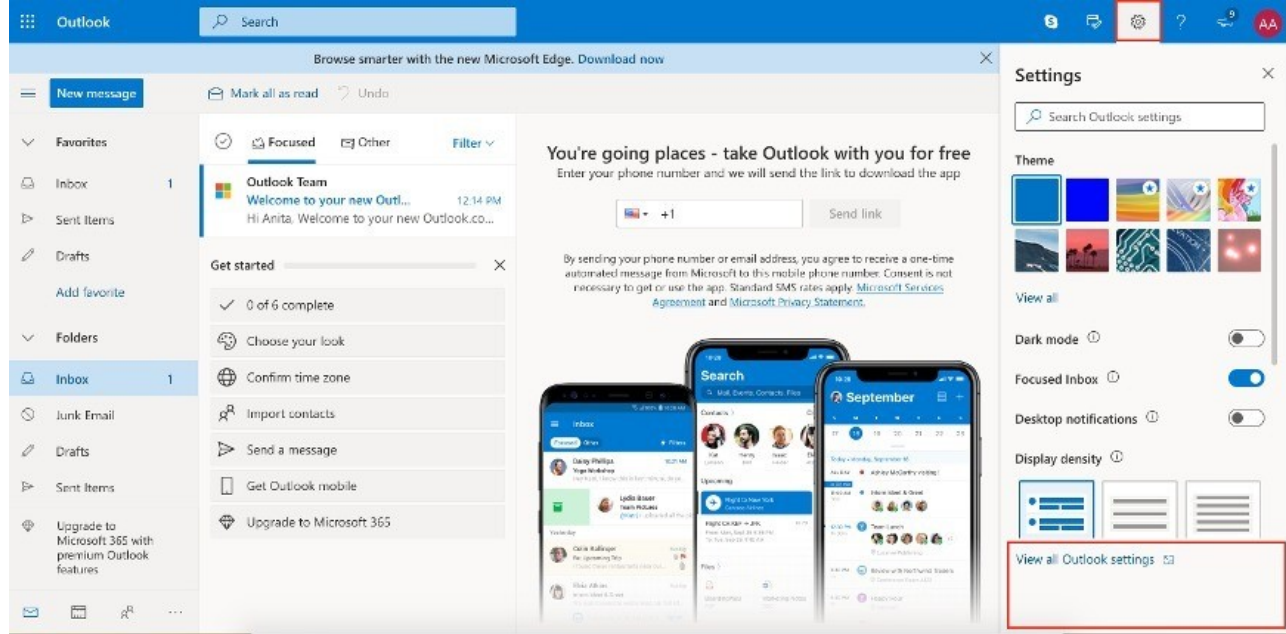
1. Open your email
2. Click the **Contacts** icon on the right hand side of the screen
3. Click “+ **Add a new contact**” on the bottom of the screen
4. Enter FitGrid’s contact details as “hello@fitgrid.com”
5. Click **Save**

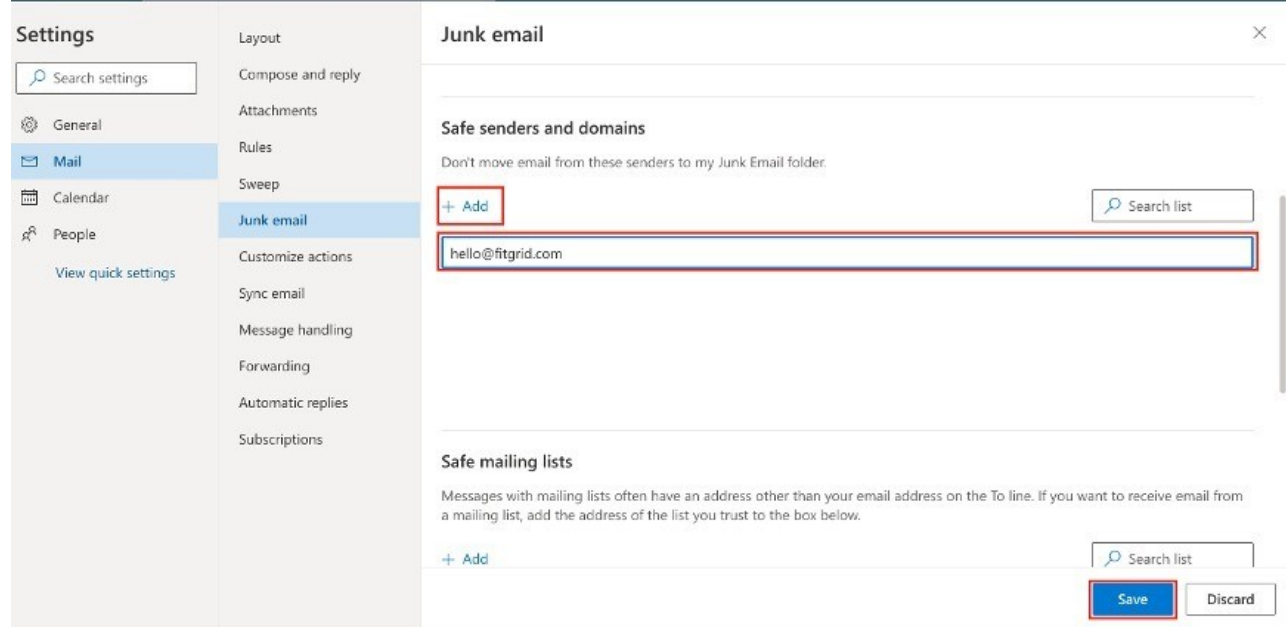


Microsoft (Hotmail, MSN, Outlook and Live)

To ensure our emails deliver to your Microsoft (Hotmail, MSN, Outlook and Live) inbox every time, we recommend that you add ["hello@fitgrid.com"](mailto:hello@fitgrid.com) as a safe sender. Follow these steps outlined and documented in the images below:

1. Open your email
2. Click the **Settings Gear** icon on the upper right hand corner of the screen
3. At the bottom of the tab that opens, click **"View all Outlook Settings"**
4. The **"Mail"** tab settings will open, click **Junk Email**
5. Scroll down to **"Safe senders and domains"**
6. Click **"Add"** and enter ["hello@fitgrid.com"](mailto:hello@fitgrid.com)
7. Click **"Save"** at bottom right hand side of the tab





AOL

To ensure our emails deliver to your AOL inbox every time, we recommend that you add “hello@fitgrid.com” as a contact. Follow these steps outlined and documented in the images below.

1. Open your email
2. Click “**Contacts**” on the menu on the left hand side
3. Click the new contact icon to the right of the “**Compose**” button
4. Enter FitGrid’s contact as “hello@fitgrid.com”
5. Click “**Add Contact**”

COMPOSE

Search Mail

Today on AOL

New Mail 1

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Archive

From Subject Date

Capital Group – American F... We know how to navigate market volatility : Learn more about Capital Group. Our ... Ad

AOL Mail Team Welcome to AOL Mail : Anita Amato, Below are some quick tips to help you get started and get ... 3:57 pm

COMPOSE

New Contact (e)

Search Contacts

Today on AOL

New Mail 1

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Archive

Email Phone

FitGrid hello@fitgrid.com

COMPOSE

Search Contacts

Today on AOL

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Archive

New Contact

First Name

FitGrid

Last Name

Nickname

ScreenName

Email 1

hello@fitgrid.com

+ Another

Primary Phone

Mobile

+ Another

Group

+ More Details

Add Contact

Cancel

Did this answer your question?

