

## OMS Messages going to Spam

Some referees are finding that messages from the OMS system are being treated as spam. This seems to be particularly prevalent with Gmail users. The return address on emails sent by the OMS system is [wnysra-message@omgtsys.com](mailto:wnysra-message@omgtsys.com).

This can prevent you from receiving course receipts, password reset instructions, class cancellation notices, etc. If you have completed a registration and did not receive a receipt via email, you need to check your spam folder. The above address should be marked as “not spam” or “safe sender” in your email account.

Further compounding the problem, if you use an email program like Outlook to access your Gmail account, the messages are blocked before Outlook gets them. This means you won't find the message in the Spam folder in Outlook. You need to log into your account at gmail.com directly and go to the Spam folder there. You should be able to mark the message as not spam and future emails should be delivered to your inbox.

Here are instructions that should send our messages to your inbox if you use Gmail – but you have to do this at Gmail.com.

### How to set Gmail Spam Filter:

1. Log in to your Gmail account.
2. Click the **GEAR** icon at the top right and then click **SETTINGS**.
3. Go to **FILTERS AND BLOCKED ADDRESSES** and click **CREATE A NEW FILTER**.
4. In the **FROM** section, type [wnysra-message@omgtsys.com](mailto:wnysra-message@omgtsys.com)
5. Click **CREATE FILTER**.
6. Check **NEVER SEND IT TO SPAM** and **ALSO APPLY FILTER TO MATCHING MESSAGES** boxes.
7. Click **CREATE FILTER** again.