

## Solution Guide

*I don't get my LABOKLIN results on my Google account anymore*

FAQ: *Why do i'm not getting any results on my google account any more?*

Response: Our email adress befunde@laboklin.de will be falsely recognized by your provider Google Inc. as spam mail und is therefore blocked by their firewall.

FAQ: *What can i do against this?*

Response: You have to create a filter in your account that grants every email from our adress special rights which allows them to pass the firewall from Google Inc.

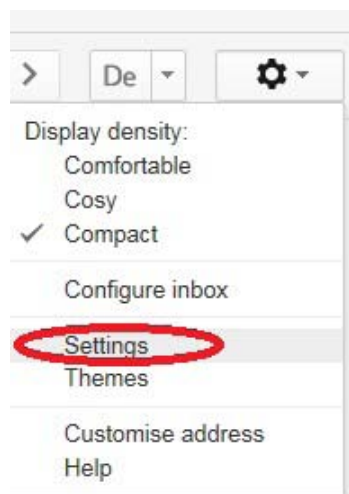
FAQ: *And how do i do this?*

Response: Please follow the pictured guide down below.

### Guide - filter option for gmail and googlemail accounts

**Step 1:** Login on your Google account

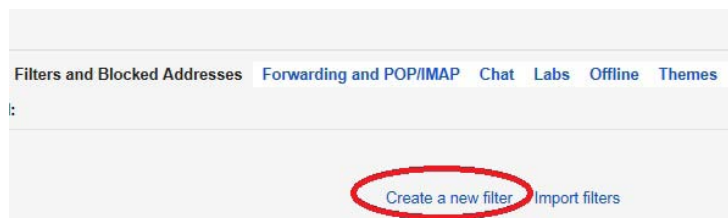
**Step 2:** Click on the icon „options“ in the upper right side (small cog)



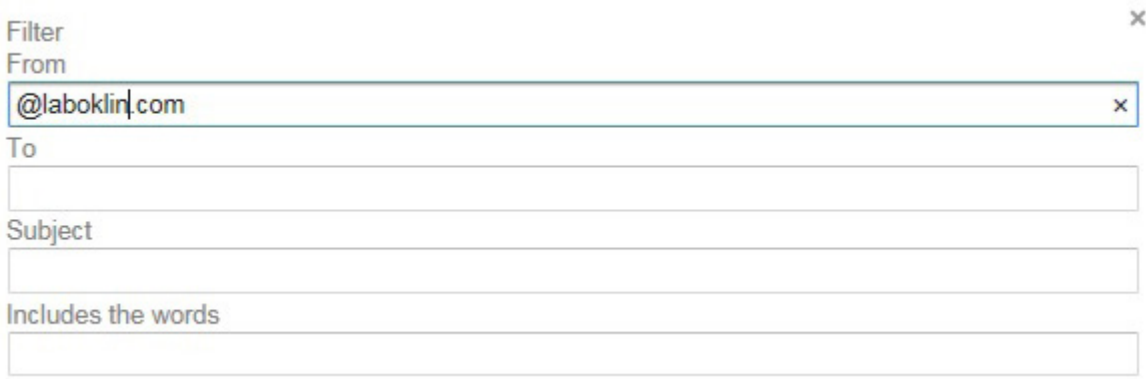
**Step 3:** Chose in the register bar the option “*Filters and Blocked Addresses*“ by clicking on it.



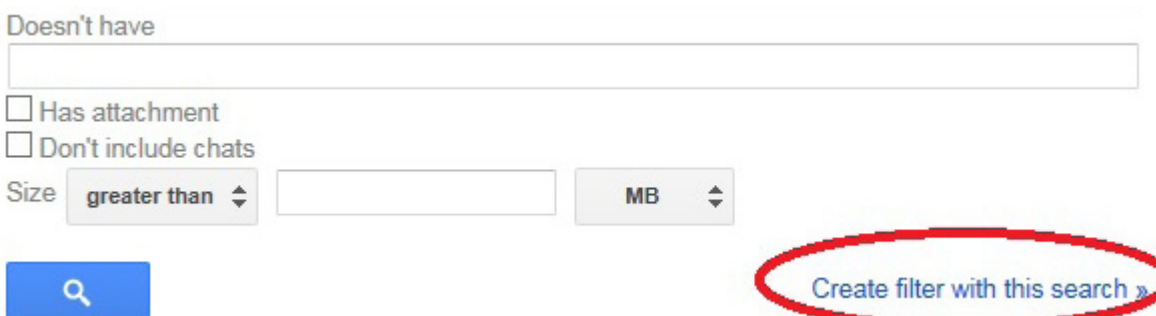
**Step 4:** Afterwards click on „*Create a new filter*“



**Step 5:** Click on the bar below the description field “*From*“ and type *@laboklin.com* in to create a rule for all emails that are coming from our lab to your account.

A screenshot of the 'Filter' creation form. The form has a title 'Filter' with a close button 'x'. The 'From' field is highlighted and contains the text '@laboklin.com'. Below the 'From' field are empty input fields for 'To', 'Subject', and 'Includes the words'. There is also a search icon in the bottom left corner.

**Step 6:** To confirm your selection please click on “*Create filter with this search*“ down below.

A screenshot of the filter creation form. The 'Doesn't have' field is empty. Below it are two checkboxes: 'Has attachment' and 'Don't include chats'. The 'Size' field is set to 'greater than' and 'MB'. The 'Create filter with this search' button is circled in red.

**Step 7:** Set a checkmark in the box “*Never send it to Spam*” and confirm afterwards your selection by clicking on the button “*Create filter*”.

from:(@laboklin.com)

« back to search options x

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**
- Always mark it as important
- Never mark it as important
- Categorise as: Choose category... ▾

Also apply filter to 1 matching conversation.

[Learn more](#)

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

**Step 8:** When you click now again on “*Filter and Blocked Addresses*” in your register bar there should appear a rule that all emails from LABOKLIN shall never get a classification as spam mail.

[General](#) [Labels](#) [Inbox](#) [Accounts and Import](#) [Filters and Blocked Addresses](#)

The following filters are applied to all incoming mail:

<input type="checkbox"/>	<b>Matches: from:(@laboklin.com)</b> Do this: Never send it to Spam
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