

Not receiving Moodle notifications in your email?

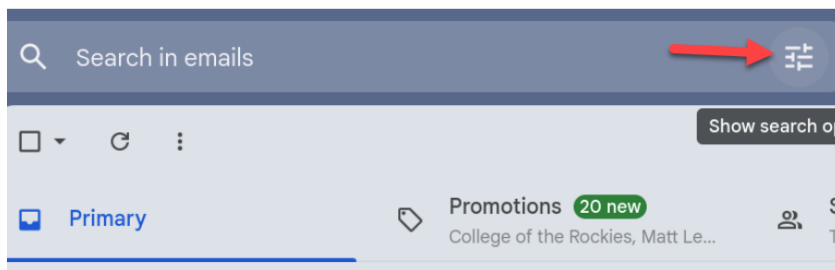
A. Making sure you get your notifications on your computer or laptop

If you're missing out on notifications from your online course (Moodle), it's most likely because the notifications are going directly into your email's spam or junk folders.

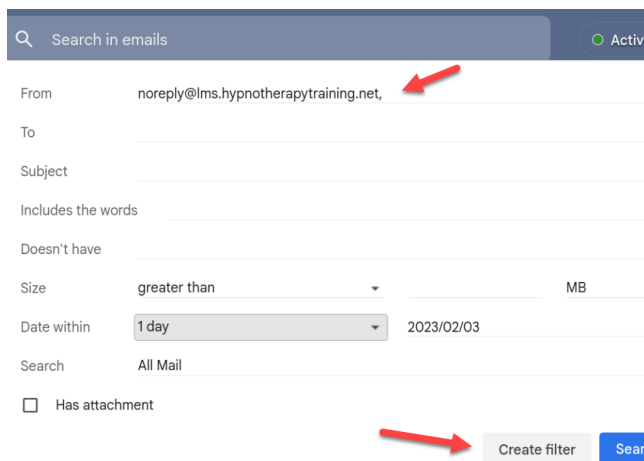
To ensure you do get this important information, you need to add the Moodle email address to your *safe senders* list. (This is also called “whitelisting.”) Fortunately, this is very easy to do. Every email program is a little bit different but if you are using Gmail, here's how to do it:

Note: these instructions will only work with Gmail accounts, accessed on your computer or laptop. If you are using a different email program (or accessing your Gmail on your phone or tablet), see the instructions in Part B, below.

1. Open your Gmail account on your computer
2. In the search box at the top, select the “**Show search options**” icon



3. In the From field, enter the Moodle email address:
noreply@lms.hypnotherapytraining.net
4. At the bottom of the search window, click **Create filter**



5. Select **Never send it to Spam**. (You may want to choose some of the other options as well; e.g. **Star it** or **Always mark it as important**.)

6. Click **Create filter**

from:(lms.hypnotherapytraining.net)

← 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: Choose category...
- ☐ Also apply filter to 51 matching conversations.

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

[Learn more](#)

Create filter

7. That's it! You should now be receiving all notifications from your online course.

B. Do you usually access your email on your phone or tablet instead?

This method is not quite as reliable as the method described above ("whitelisting" your Moodle notifications) but it should still work most of the time.

And it's very easy: just add noreply@lms.hypnotherapytraining.net to your Contacts. Exactly how this is done will depend on your email program or app, but the general process is this:

1. Open your Gmail Contacts or other Contacts app.
2. Click on "+" (the plus sign) or "add" or "new" or whatever you do to add a new contact
3. Give your new contact a name: e.g. Online course notifications
4. Add noreply@lms.hypnotherapytraining.net as the email address for your new contact.
5. Save the contact.