

If you're having difficulty receiving the registration e-mail messages or password reset messages, after checking your junk or spam folders, we encourage you to **add the following e-mail addresses to your Safe Senders list**. Should you need them, here are [Outlook Instructions](#), and [Gmail Instructions](#).

Note: After completing these instructions, please be sure to log in again and request that the system re-send the message.

E-mail Addresses

noreply@smapply.io

noreply@mail.smapply.io

noreply@fluidreview.com

noreply@mail.fluidreview.com

If this **does not** work, white list the following servers. Please e-mail us at grants@cftexas.org if you need instructions.

Note: Again, after completing these instructions, please be sure to log in again and request that the system re-send the message.

Server Addresses

Server: smtp3.chide.it IP: 72.55.140.81

Server: mta1e1.outbound.surveymonkey.com IP: 34.213.80.242

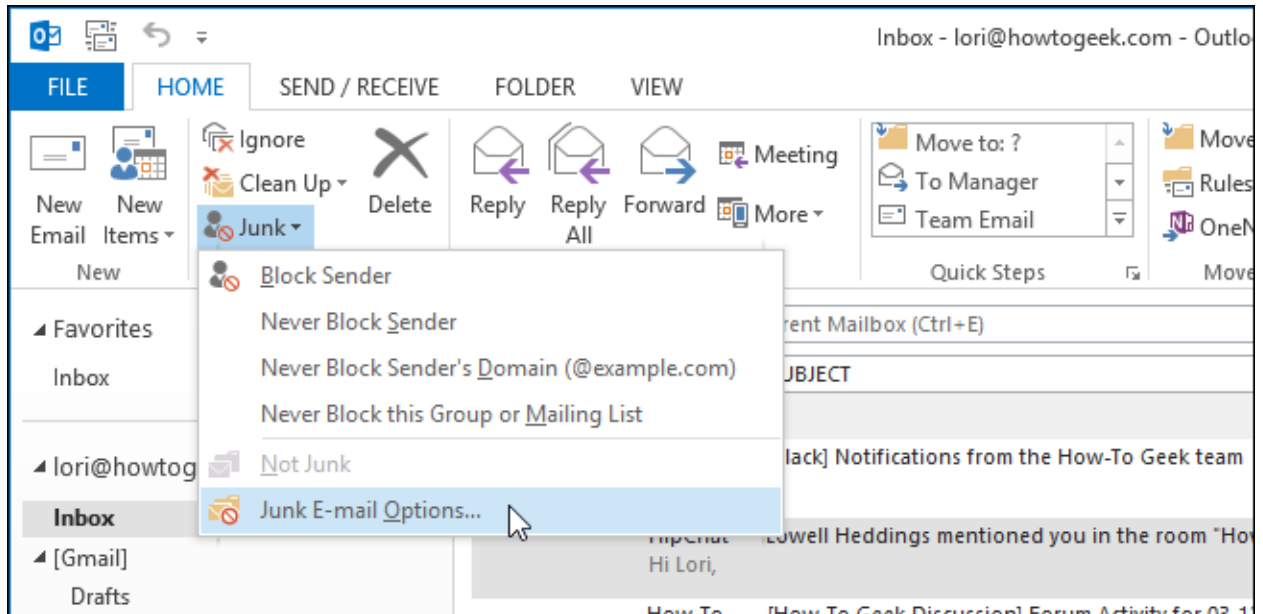
Server: mta1d1.outbound.surveymonkey.com IP: 35.162.75.36

Server: mta119a.mail.e.sparkpost.com IP: 34.216.245.73

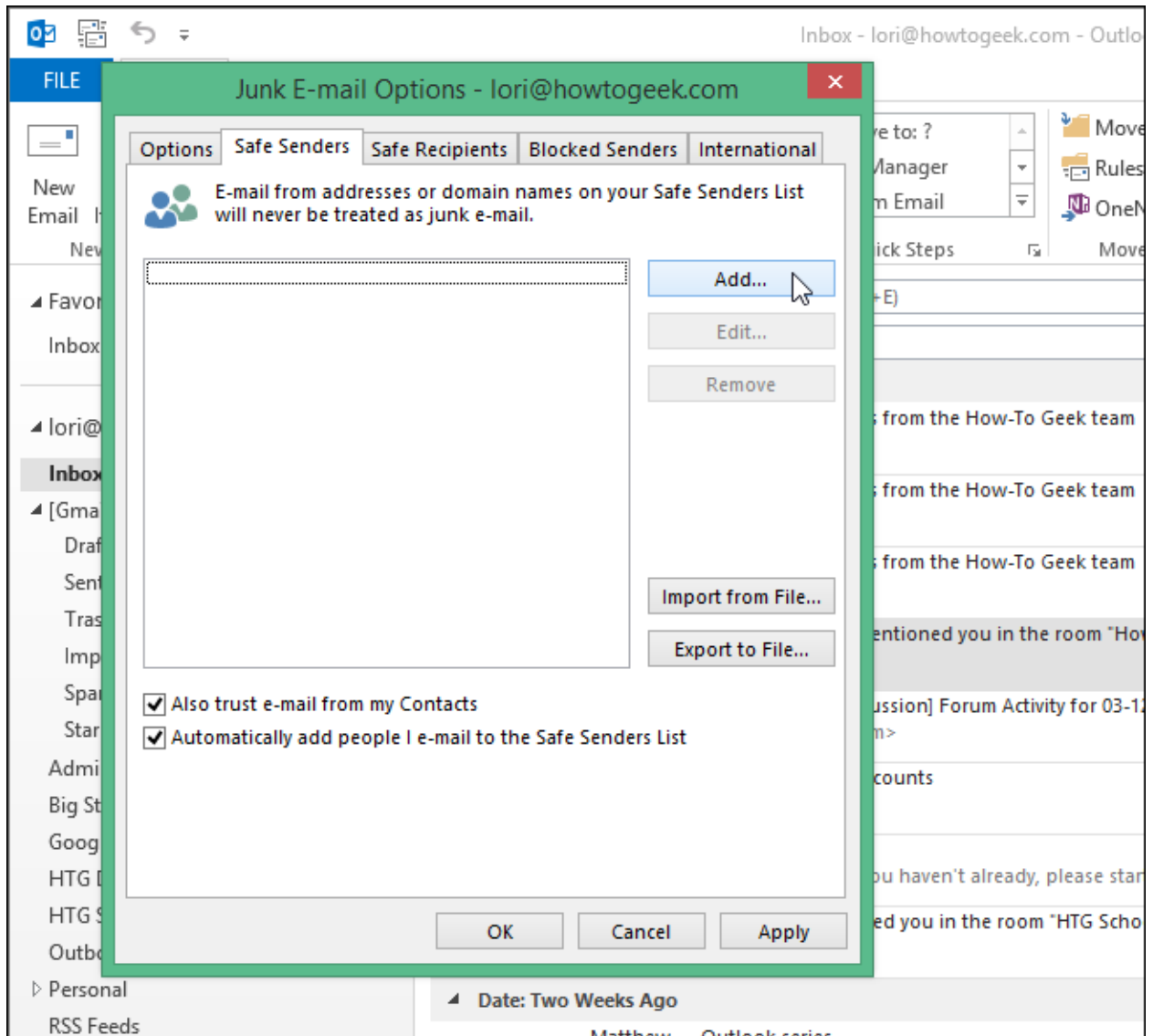
Server: mta118a.mail.e.sparkpost.com IP: 34.216.54.168

Outlook Instructions for Adding E-mail Addresses to Your Safe Senders List

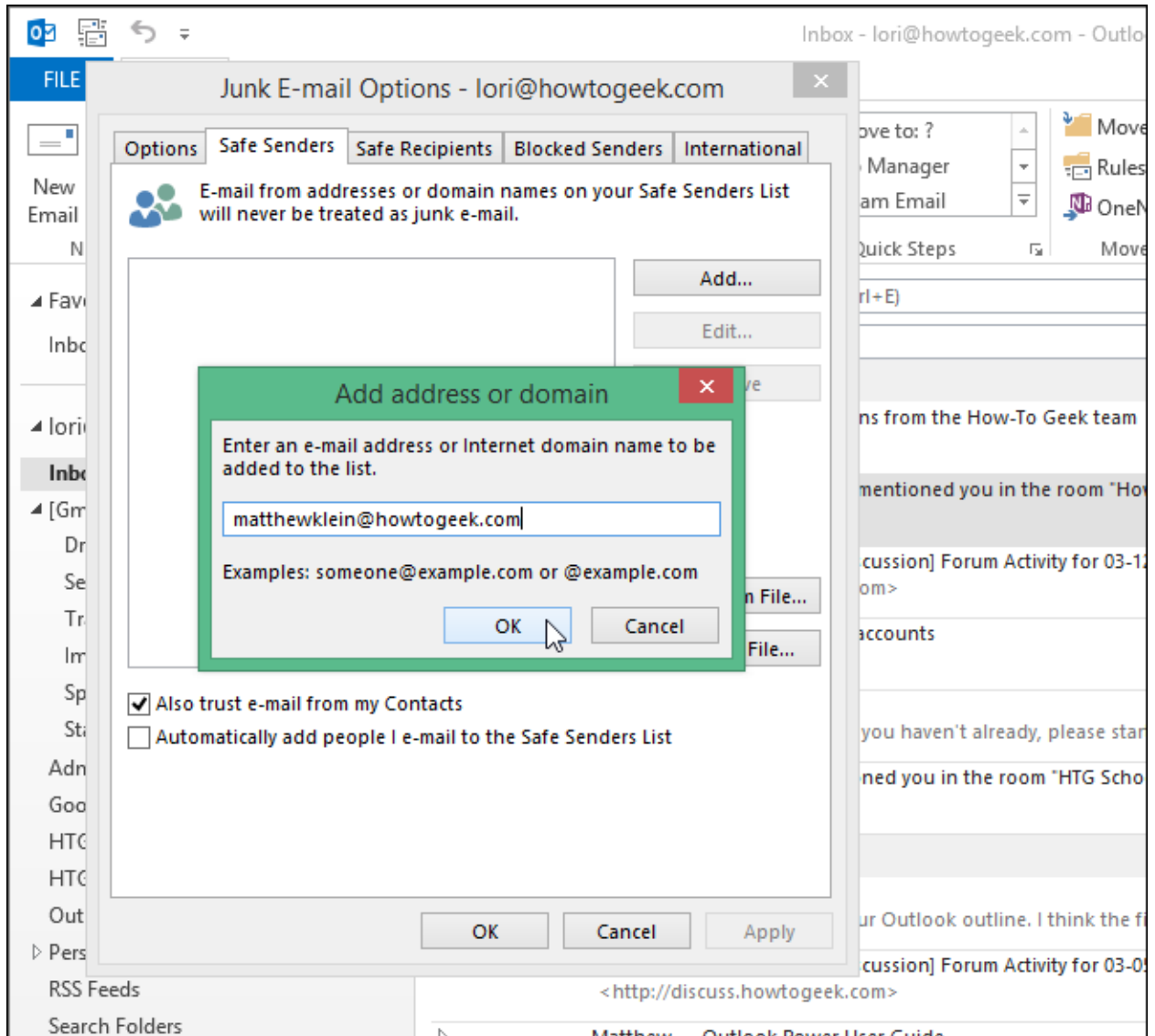
1. To begin, click Junk in the Delete section of the Home tab and select Junk E-mail Options from the drop-down menu.



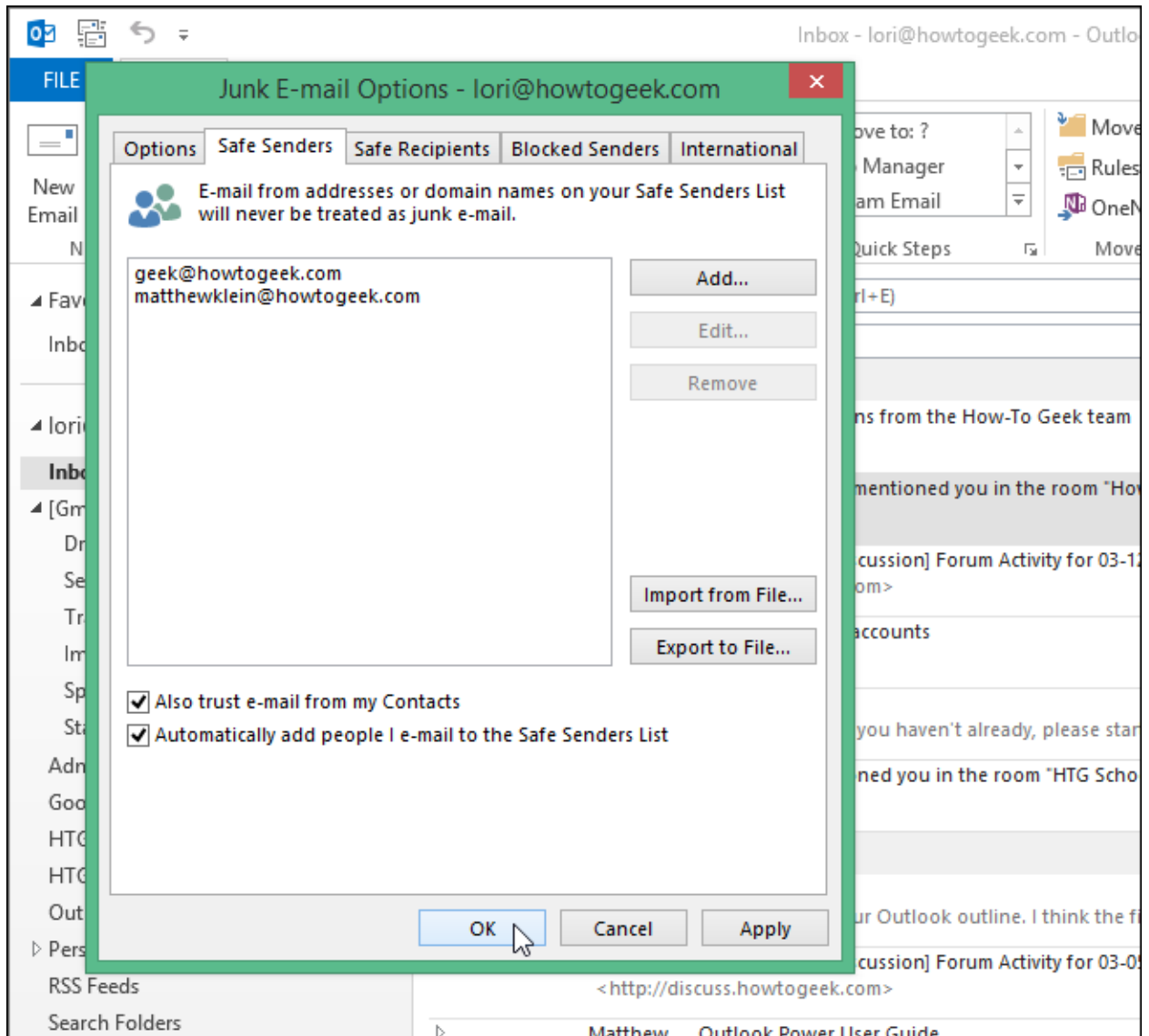
2. On the Junk E-mail Options dialog box, click the Safe Senders tab, then click Add.



3. On the Add address or domain dialog box, enter an email address or a domain name in the edit box and click OK.



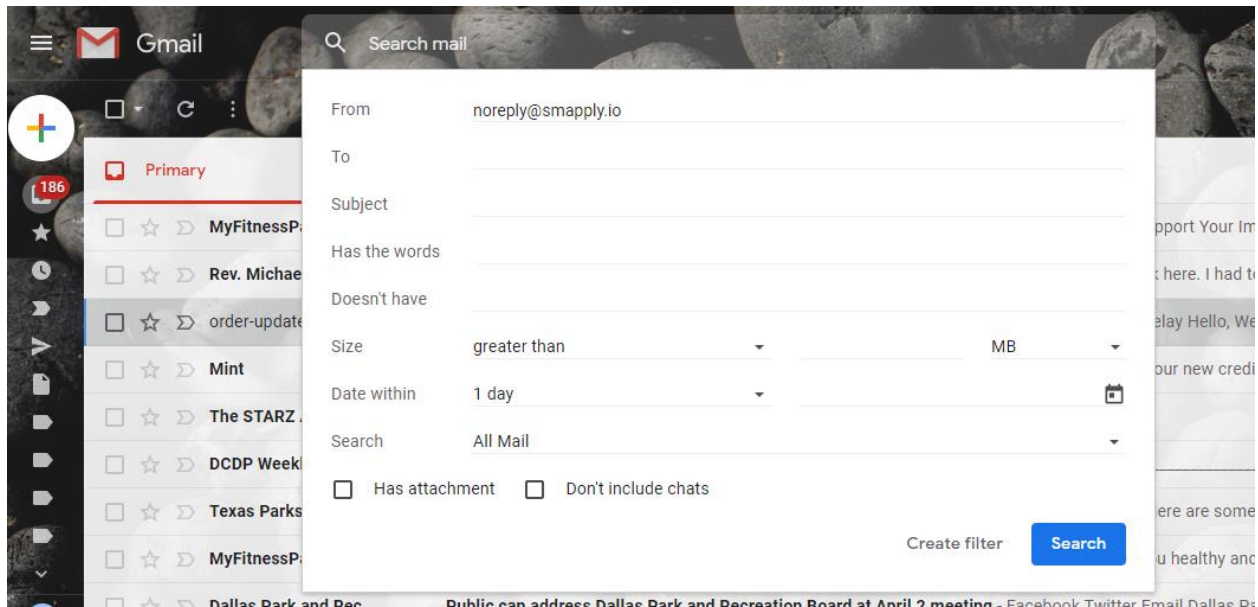
4. Click Add for every email address and domain name you want to add to the list. Click OK when you are finished.



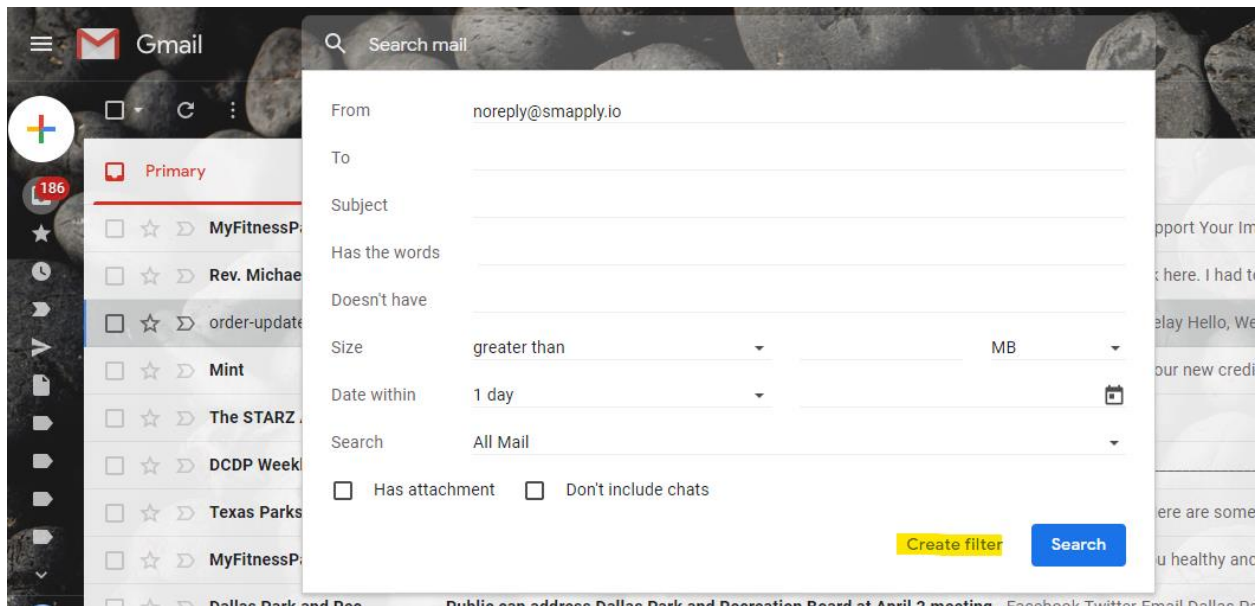
5. You can also automatically trust email addresses in your Contacts by selecting the Also trust e-mail from my Contacts check box.
6. If you want people to which you send email to be automatically added to the Safe Senders list, whether or not they are in your Contacts, select the Automatically add people I e-mail to the Safe Senders List check box.

Gmail Instructions for Adding E-mail Addresses to Your Safe Senders List

1. Click the down arrow on the search bar at the top.
2. Enter the e-mail address you want to add to the Safe Senders List.



3. Click Create Filter



4. Click Never Send to Spam, and then click Create Filter.



from:(noreply@smapply.io)



← 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
- Categorize as: [Choose category...](#) ▾
- Also apply filter to **0** matching conversations.

[Learn more](#)

[Create filter](#)