

Technical Recommendation: Ensure You Receive RITHIM-Harmony Notifications

To make sure notification emails from RITHIM-Harmony reach your inbox instead of your junk or spam folder, we recommend adding donotreply@infonetica.net to your contact list or your safe senders list (also called a trusted senders or allowlist).

If you use an email managed by your institution, you may need to request that donotreply@infonetica.net (or the Infonetica.net domain) be added to your organization's allowlist. Contact your IT helpdesk for assistance.

In common email clients like Outlook or Apple Mail, contacts are treated as trusted senders, so simply add donotreply@infonetica.net to your contact list.

Alternatively, you can follow instructions below to use the safe senders list.

Gmail: Open an email from RITHIM-Harmony, click the three-dot menu (:), and select *Filter messages like these > Create Filter > Never send it to Spam*.

Outlook (Desktop or Web): Go to *Settings > Junk email > Safe senders* and add the sender address manually.

In Outlook, the safe sender list can also be accessed from the ribbon (see below).

Note that some Outlook configurations may not allow addition of a “donotreply” (donotreply@infonetica.net) type of email – and in this case simply enter the Infonetica domain only @infonetica.net.

