How to make sure you receive important emails from Brisbane North PHN

To ensure you receive essential eDMs and correspondence from us, please follow the steps below:

1. Whitelist our email addresses and/or domain

Ask your IT team or email administrator to whitelist our sending domain and/or email addresses by **adding to your Safe Senders list**:

- Domain: @brisbanenorthphn.org.au
- OR specific address: practicesupport@brisbanenorthphn.org.au, primarycareevents@brisbanenorthphn.org.au info@brisbanenorthphn.org.au, communications@brisbanenorthphn.org.au

2. Email platform instructions

If you use Microsoft Outlook or Microsoft 365:

- Right-click on one of our emails and select **Junk > Never Block Sender.**
- IT admins can whitelist at the organisation level using Microsoft Exchange Admin Centre.

If you use Gmail or Google Workspace:

- Mark any of our emails as **Not Spam.**
- Create a filter to "Never send to spam" for emails from @brisbanenorthphn.org.au.

3. Add us to your contacts

Have all relevant staff add our email address to their contacts to improve deliverability.

4. Check Spam or Junk folders regularly

If our emails have ended up in spam:

- Mark them as Not Junk or Not Spam.
- Move them to your inbox.

5. Ensure your IT team allows our emails

Ask your IT support to:

- Allowlist our domain: @brisbanenorthphn.org.au.
- Allowlist our sending IP addresses (if provided).

6. Using an email filtering system?

If your practice uses Barracuda, Mimecast, Trend Micro, or similar:

- Add our domain and sending addresses to the allow list or approved senders list.

Need help?

If you continue to experience issues receiving our emails, contact us at
✉ practicesupport@brisbanenorthphn.org.au or ☎ 07 3490 3495