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.

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

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.