

Osprey Approach: Whitelist an address in Gmail

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The latest version is always online at https://support.ospreyapproach.com/?p=17698

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If you are having issues receiving emails from certain addresses into your Gmail account, you can whitelist them. For example, your Osprey user ID is set up with a Gmail email address, but you are not receiving your 2FA (Two Factor Authentication) code to log in.

Log into your Gmail account. Click the cog icon in the top right hand corner, and select See All Settings:

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Select Filters and blocked addresses:

Settings			
General Labels Inbox	Accounts and Import Filters and blocked addresses. Forwarding and POP/IMAP	Add-ons Chat and Meet Advanced Offline Themes	
Language:	Gmail display language: English (UK) Show all language options	Change language settings for other Google products	
Phone numbers:	Default country code: United Kingdom		

If the email address you are attempting to receive mail from is listed in the section headed The following email addresses are blocked..., remove it by placing a tick in the box alongside it, and clicking Unblock selected addresses.

Settings

General	Labels Inbo	x Accounts and Imp	ort Filters and blocked addresses	Forwarding and POP/IMAP	Add-on
The follow	wing filters are	applied to all incoming	mail:		
Select: Al Export	l, None Delete				
				Create a n	ew filter I
The follow	wing email addr	resses are blocked. Me	ssages from these addresses will a	opear in Spam:	
You curre	ntly have no blo	ocked addresses.			
Select: Al	l, None				
Unblock	selected addres	sses			