

RSA Gmail Fact Sheet

General information

- Gmail accounts were created as a place for libraries to receive listserv email updates and reports from RSA staff.
- Gmail accounts can be forwarded to another email for ease of convenience. RSA can set this up for you.
- Gmail accounts are set up for all libraries and branches.
- RSA maintains access to all Gmail accounts for libraries.

Important Stuff to Remember

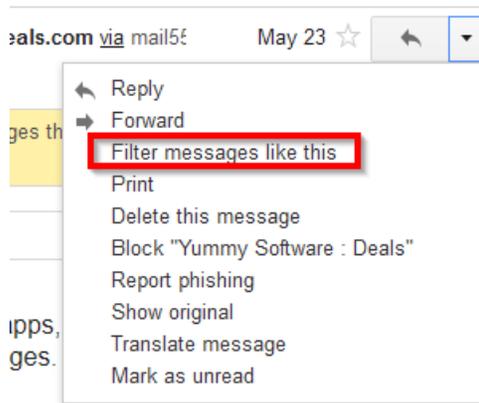
- RSA sets the Gmail recovery information to our own, so we can access accounts when the password is lost or there is staff changeover at a library. *Please do not change any of this information.*
- **Libraries are able to change the password, but they need to let RSA know for our records. We will be contacting you if the password has changed.**
- In the many years since RSA set up these accounts, Google and Gmail have put many security measures in place. If you find yourself unable to access your account because of this, please call RSA @ 866-940-4083 or email the help desk @ rsahelp@railslibraries.info

Are you still seeing our emails?

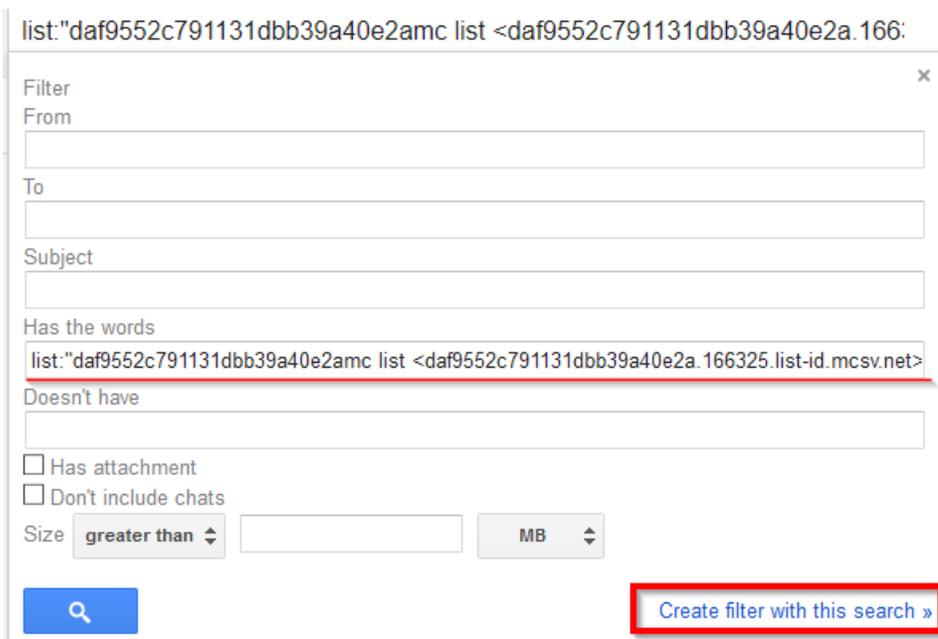
- Since RSA transitioned to MailChimp as its listserv management software, you may find that you are not seeing our emails anymore. Here is our fix:
 - If the email went to the spam folder, you can tell your email program that it's not spam. In Gmail, open/view the message then click the down arrow next to the reply button to open more options for this message. In the list select "Filter messages like this". Follow these screenshots:

OR

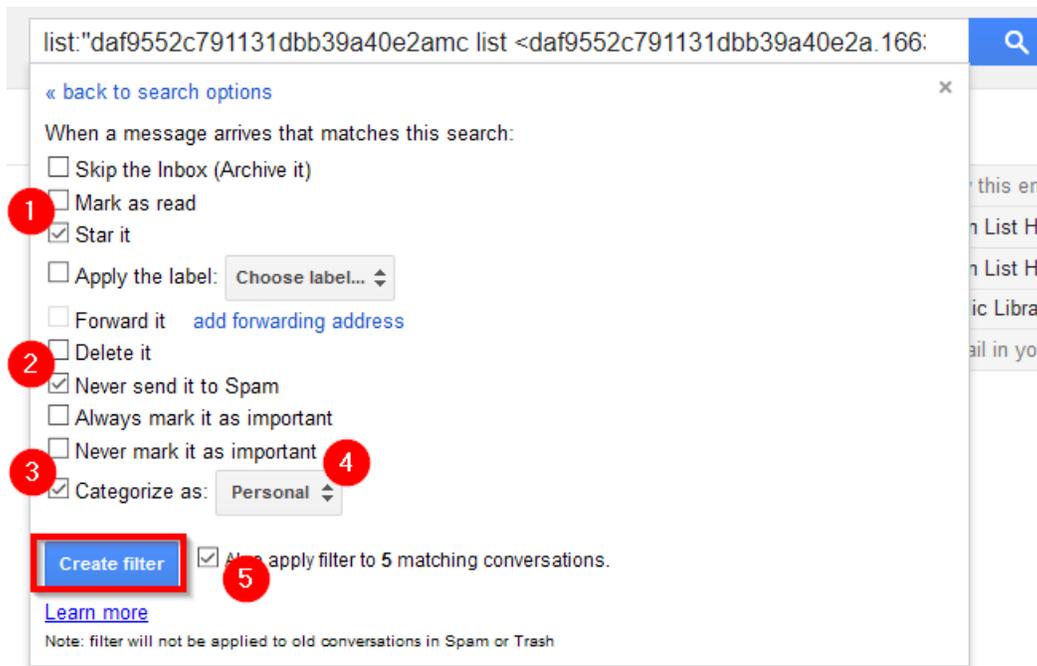
- If your message is in the Promotions tab, open/view the message, then click the down arrow next to the reply button to open more options for this message. In the list select "Filter messages like this". Follow these screenshots:



- You should see the following screen. The line “Has the words” should contain the unique mailing list ID for our new listserv already added here (underlined in red). On this screen, just click the ‘Create Filter with this search >’ link in the bottom right. This will open a screen with more options.



- You will want to check the boxes in numbers 1 – 5. Number 4 allows you to choose the tab to categorize our messages into. If you choose Personal here, it should always appear in your primary inbox. Number 5 tells Gmail to also apply these settings to other emails it finds from us in your inbox. Then click the ‘Create Filter’ button to setup the filter.



- Once you have done the above steps in Gmail, you should never have to worry about getting our emails again.

If you have any questions or concerns regarding your library's Gmail account, please call RSA @ 866.940.4083 or email us at rsahelp@railslibraries.info .