



BioRAFT Not Receiving Emails Procedure

USG Procedure | Effective September 2021

I. Purpose and Applicability

This procedure outlines the steps a user should take if they are not receiving emails through the BioRAFT Platform. It applies to all faculty and program staff involved in managing safety related matters in teaching laboratories.

II. Procedure

A. Automated BioRAFT emails will have a @bioraft.com domain name. Emails sent by EHS personnel through the system appear as username@umd.edu via bioraft.com. EHS wants to assure you that these emails are legitimate. These are NOT phishing emails. If you notice that you are not seeing BioRAFT emails, it may be going to your spam folder. Please go into your email filter settings and add a new filter. Enter the following information in the new filter:

1. In the "From" field, type the email address or domain (@umd.edu | @bioraft.com)
2. In the "To" field enter your email address (username @umd.edu, or another institutional domain).
3. Select the box "Do not include chats"
4. Select "Create Filter" and check the box that indicates "Never send it to spam"
5. Select "Create Filter" again to complete the filter