

Emails Sent through Blackboard Sometimes Marked as Spam in Gmail



Faculty Support
eLearning

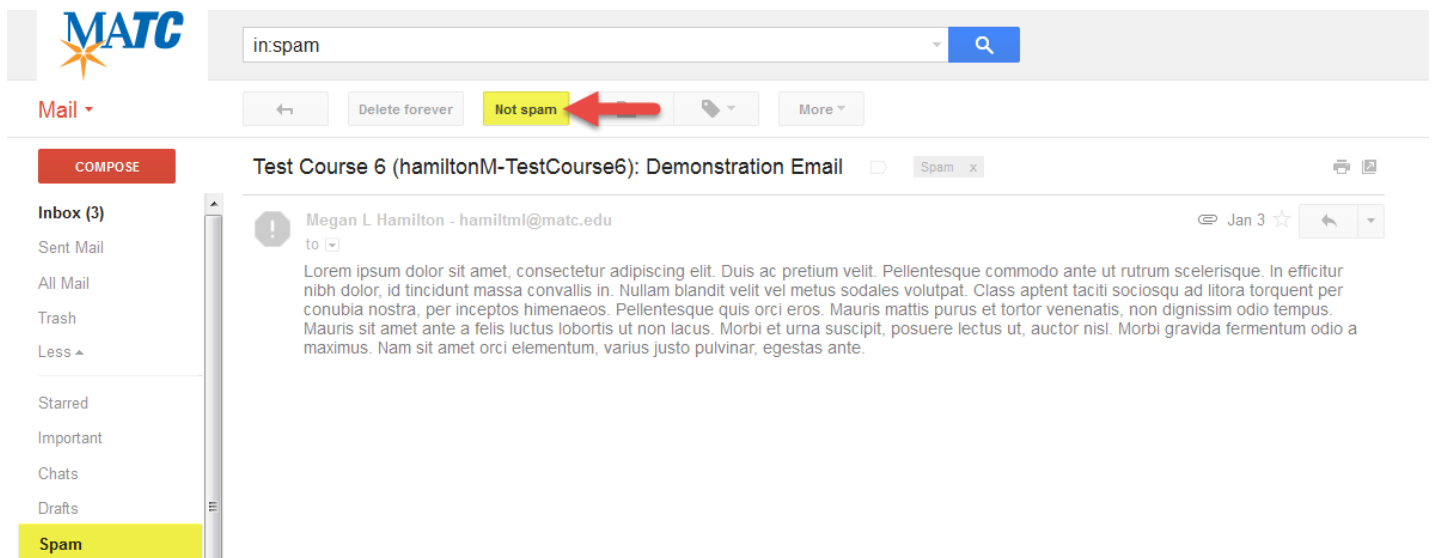
Known Issue

Instructors and students may notice that emails sent through Blackboard, from the sender address *do-not-reply@learn-prod-5744b9beb8ccb-197933737.us-east-1.elb.amazonaws.com*, may be sorted into their MATC Gmail's *Spam* folder.

Blackboard acknowledges that is a known issue that is planned to be fixed in a future software update of Blackboard Learn.

Recommended Workaround

We recommend faculty and students access their MATC Gmail's Spam folder and mark emails sent from Blackboard as "Not Spam". This should force emails coming from the sender address *do-not-reply@learn-prod-5744b9beb8ccb-197933737.us-east-1.elb.amazonaws.com* to be sorted into the inbox from that point forward.



Please see these instructions to [learn how to mark or unmark Spam in Gmail](#).