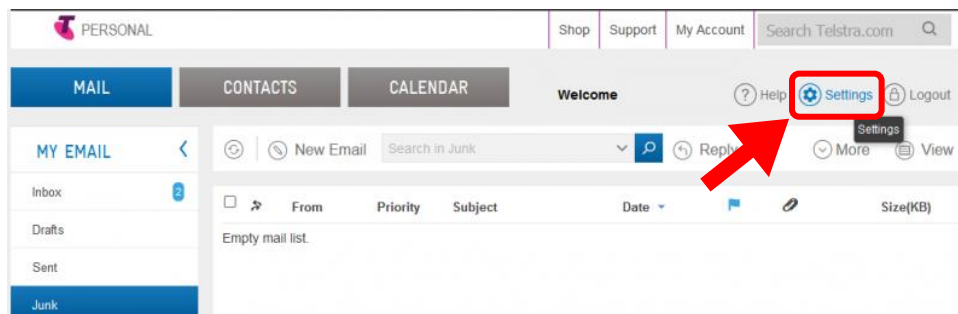


SAT Users who have Telstra/Bigpond email addresses may not receive emails from the eCourts Portal. In order to correct this you will need to add the eCourts email address to your **'Safe senders'** list via your Telstra Portal.

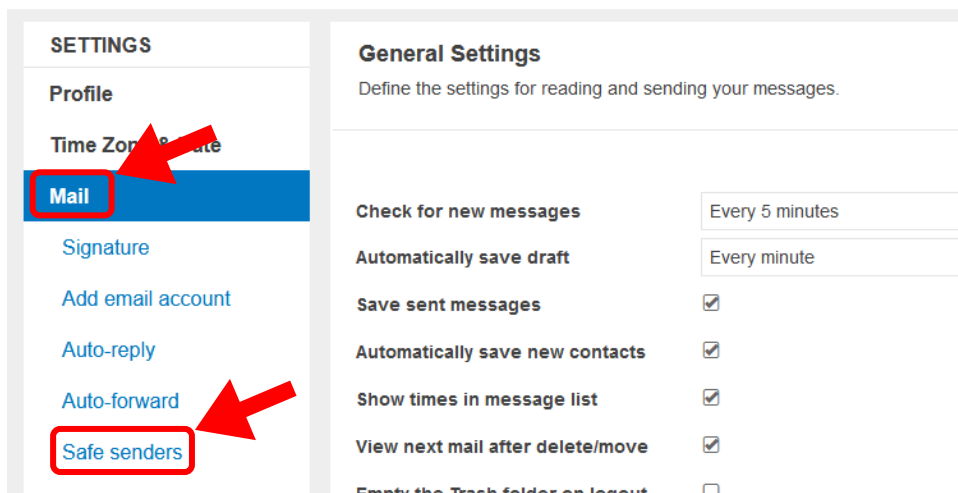
## Step 1

Login into your Bigpond mail (Telstra Portal) and select **'Settings'** (represented by a gear).



## Step 2

From the tree on the left, select **'Mail'** and then select **'Safe senders'**.



## Step 3

Under the **'Add email address'** enter **'CTGhelpdesk@justice.wa.gov.au'** and click **'Add'**.

