How do I prevent an email from being marked as [EXTERNAL]?

Tell Me

1. All email that originates outside of the UNC Charlotte @uncc.edu domain is considered EXTERNAL.
2. EXTERNAL email is tagged in the subject and body of the email to help readers identify SPAM.
3. If UNC Charlotte has contracted with a cloud service provider to provide an IT service, unless additional work is done, those emails will get tagged with EXTERNAL.
   a. Examples of external mail that is not tagged because UNC Charlotte has an agreement with the company include Canvas, Zoom, Google Drive, NinerTalent, NC Flex etc.
4. If you see mail that is tagged as EXTERNAL and you don't think it is EXTERNAL, please notify emailsecurity-group@uncc.edu

Related FAQs

- How do I report SPAM or phishing emails?
- How do I prevent an email from being marked as [EXTERNAL]?
- What do I do if I think email is missing and/or it is not being delivered to me?
- Why are some UNC Charlotte messages going into the SPAM label?
- What do I do when I receive an email that says the attachment couldn't be scanned?