



## Managing Spam

**This document will help to explain Google's Spam filtering**

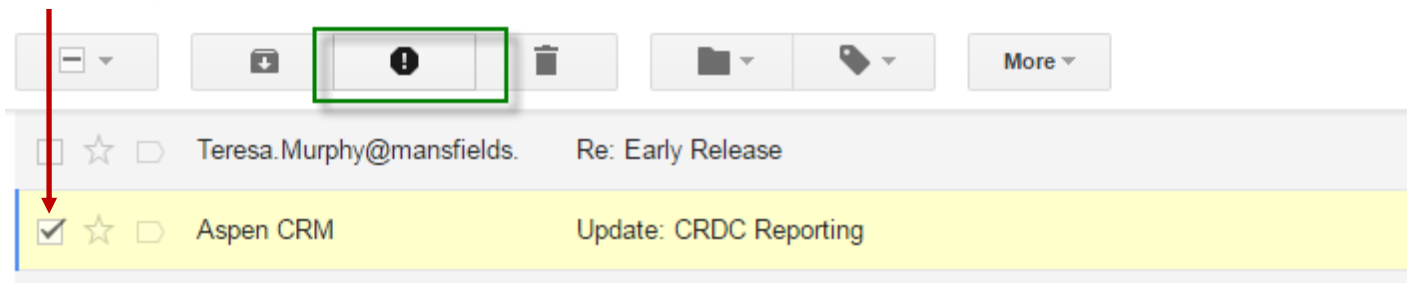
Gmail automatically helps identify spam and suspicious emails by detecting viruses, finding patterns across messages, and learning from what Gmail users like you commonly mark as spam or phishing.

In your new email account you now have a Spam folder. Any message Google perceives as 'Spam' is now sent to that Folder. While the Google's spam filter is pretty good, message will slip through; if this happens you have the ability to mark a message as Spam.

Here is how you can mark a message as Spam, find message Google has marked as Spam and how to restore messages incorrectly marked as spam back to your inbox.

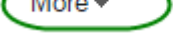
### How To Mark An Email as Spam

Step 1: To Mark a message that you have received as spam. Click on the checkbox to the left of the message.



Step 2: From the top menu, click on the octagon with the ! inside to mark the message as Spam. Please note doing this will now move the message to your Spam folder, not to the Trash.

### How To Find Your Spam folder:

Go to the bottom of your folders list and click  to expand your folders. This is where your Spam folder along with your Sent Message, Trash, and All Mail folders are located.

Less ▲

Important

Chats

All Mail

**Spam (1)**

Trash

## How To Delete Spam or Restore Spam Back to Your Inbox

Step 1: Select the item (or items) you wish to permanently delete or restore to your inbox

Step 2: Select the appropriate Icon. Clicking **Delete forever** will permanently delete the message, clicking **Not spam** will restore it back to your inbox. Click **Delete all spam messages now** to permanently delete all messages in the spam folder.

