# Tips on how to manage the JUNK FOLDER and SPAM messages.

1. Your email messages that are flagged as **SPAM** will now appear in the **JUNK FOLDER** of the webmail portal (accessed at webmail.grm.net), and you will no longer login to spam.grm.net or receive Daily Digest notifications for emails that are caught in your spam filter or **JUNK FOLDER**. If you are using IMAP to sync your email client with the mail server, your **SPAM** messages will also appear in the **JUNK FOLDER** of your email client. If you are using POP to retrieve your email messages from the mail server, please check your **JUNK FOLDER** on the webmail portal. If you are not sure if you are using POP, please check your **JUNK FOLDER** in your email client. If there are no messages in your **JUNK FOLDER**, it is quite possible that your email client is setup to use POP and you will need to login to webmail.grm.net to check your **JUNK FOLDER**. Items will be automatically deleted from the **JUNK FOLDER** after 30 days.

2. If good emails are appearing in your **JUNK FOLDER**, you can click and drag them to the inbox or right click, then click "Mark as not JUNK/SPAM". By moving the good emails to the inbox, you are teaching the **SPAM** filtering engine what emails you want to go to your inbox.

3. If you are getting **SPAM** messages in your inbox, you can click and drag them to the **JUNK FOLDER** or right click, then click "Mark as JUNK/SPAM". By moving the **SPAM** messages to the **JUNK FOLDER**, you are teaching the **SPAM** filtering engine what emails you want to go to the **JUNK FOLDER**.

4. To ensure that you will receive messages from specific email addresses or domains, add them to the Allow list. To ensure that you do not receive email messages from specific addresses or domains, add them to the Block list. To access your Allow and Block lists, log in to your email account at webmail.grm.net, click on the preferences tab, click mail in the menu in the left hand column, and scroll down to **SPAM** Mail Options. **After you make changes, always click the SAVE BUTTON which is located on the top left hand side of the page beneath the GRM Networks® logo.**
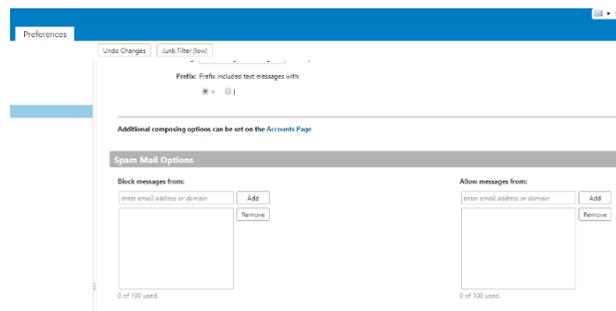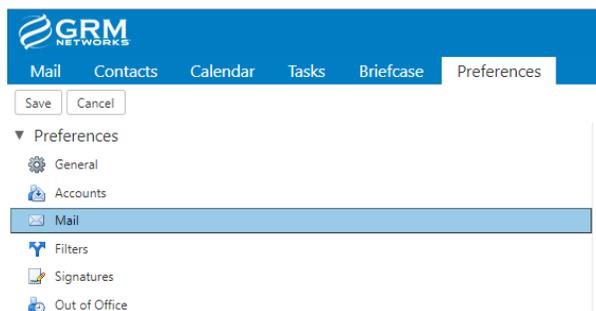
ADDITIONAL SUPPORT MATERIALS:

A more comprehensive Spam Filter guide can be viewed at http://guides.myonlinehelp.net/docs/grm.net/spam_removal.

You can find all of the latest guides and support material at www.grm.net/email/.

If you still have issues after reviewing the guides and support materials, please call our 24/7 tech support at 800-721-2577.