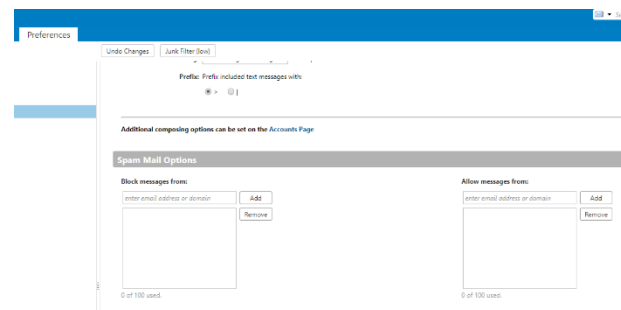
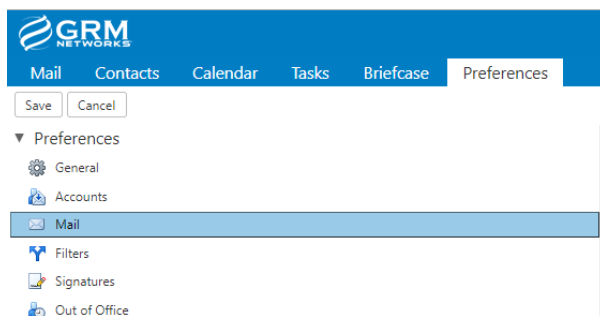


Tips on how to manage the JUNK FOLDER and SPAM messages.

1. Your email messages that are flagged as **SPAM** will now appear in the **JUNK FOLDER** of the webmail portal 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 **JUNKFOLDER** 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. Items will be automatically deleted from the **JUNK FOLDER** after 30 days. However, if you would like all emails in the JUNK folder to be automatically downloaded to your email client's inbox, please 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, scroll down to Access from Other Mail Clients and check the box **Include Junk Folder Messages**. After you make changes, always click the SAVE BUTTON which is located on the top left hand side of the page.



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.



5. You can adjust the sensitivity of your **JUNK** Filter by logging in to your email account at webmail.grm.net, click on the preferences tab, and click the **JUNK** Filter button that is under the tool bar. **After you make changes, always click the SAVE BUTTON** which is located in the top left hand side of the page beneath the GRM Networks logo.