

How to Handle Spam E-mails in Google Apps

Blue Ridge's Google Apps e-mail has a very effective and easy to use system for handling unwanted (Spam) e-mail.

To mark incoming e-mails as spam:

1. If you find unwanted e-mail in your inbox, check the box next to them.
2. Click the "Spam" button near the top of the Google Apps E-mail window.
 - a. **NOTE:** You can also find the "Spam" button inside of an e-mail

To check for legitimate e-mails in your "Spam" folder and retrieve them:

1. Look on the left side of the Google Apps E-mail window for the "Spam" folder.
2. If you can't see it, it may be hidden. Go to:
 - a. Click the gear icon in the upper right-hand corner of the e-mail client web page.
 - b. Select "Mail Settings"
 - c. Click on the "Labels" tab
 - d. Click 'Show' next to the Spam label
 - e. Save and Return to Inbox
3. Click the "Spam" folder and you will see any e-mails that Google Apps considers to be suspicious. If there are e-mails that are legitimate, check the box to the left of them and then click the "Not Spam" button near the top of that window.
 - a. **NOTE:** You can also find the "Not Spam" button inside of an e-mail
4. This will move those e-mails out of the "Spam" folder and help prevent other legitimate e-mails from being placed there in the future.
5. E-mails are automatically deleted out of the "Spam" folder when they are 30 days old, or you can delete them manually at any time by selecting them and clicking the "Delete Forever" button.