How to Check & Adjust Spam Filters

You can a sender in your email as safe to ensure messages sent from a specific email address will always appear in your inbox. To add Box.com to your safe sender list, follow these instructions:

MSN Hotmail
Add the From address you want to receive mailings from to your Hotmail Safe List:
1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link.
3. Select the "Safe List" link.
4. Add the email address or domain into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.

Yahoo! Mail
Set up a filter to redirect the mailing you want to receive in your inbox:
1. Open your mailbox and click on "Mail Options" (upper right hand corner).
2. Select "Filters" under the Management column.
3. Click the "Add" button on the Filters page.
4. In the "From header:" row, make the drop down "contains" and put the mailer's from address in the box.
5. At the bottom of the page Click the "Choose Folder" pull down menu and select "Inbox".
6. Click the "Add Filter" button.

AOL Mail
Add the "From address" you want to receive mailings from to your AOL address book:
1. Click the "Mail Options" menu and select "Address Book".
2. Inside the "Address Book" window, click the "Add" button.
3. Inside the "Address Card for New Contact" window add the email or domain you want to whitelist in the "Other E-Mail" field.
4. Make our From address the "Primary E-Mail" address by checking the associated check box to the right of it.
5. Click the "Save" button.

Gmail
To make sure Gmail never filters as spam mail from a certain contact or domain:
1. Follow the Settings link in Gmail.
2. Go to Filters.
3. Click Create a new filter.
4. Type the desired email address under From:.
5. You do not have to create a separate filter for each address. Separate addresses with '|' in the From: field instead. To whitelist both "jenny@example.com" and "jelani@example.com", enter "jenny@example.com|jelani@example.com", for example.

Checking Your Spam/Junk Folder

Hotmail

1. Log into your email account.
2. Click the Junk Folder link on the left.

Yahoo! Mail

1. Log into your email account.
2. Click the Spam Folder on the left.

AOL Mail

The Spam Folder uses special icons to indicate each message type, such as email from bulk senders or email from people you do not appear to know. It also displays the date the email was received, the sender's email address and the email's subject line.

To check the spam folder:

1. Sign on to the AOL service.
2. Click the Mail menu, then click Spam Folder.
3. Your Spam Folder will open and display a list of any messages designated as spam.

Gmail

1. Log into your Gmail account.
2. If the Spam folder does not appear on the left, click the "more" option above contacts.
3. Select Spam to view messages in the spam folder.