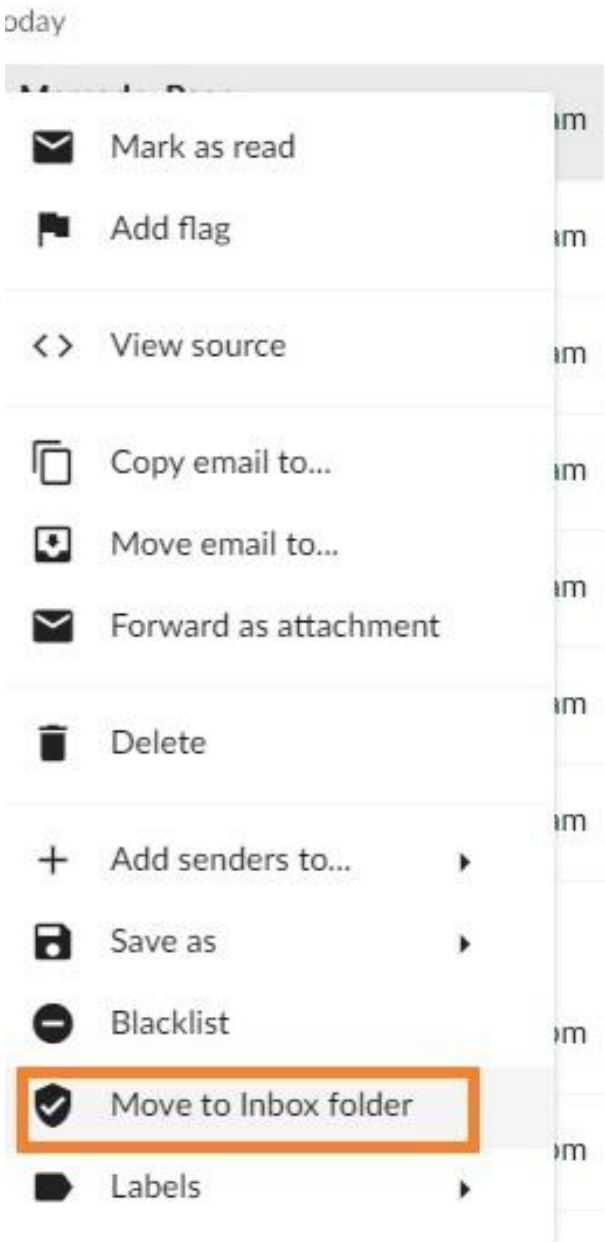
Webmail - mark email as legit (Not Spam)

If our system has marked an incoming email as Spam, but you are sure it is a legit email, you can whitelist the sender straight from the Webmail.

Mark email as legit (Not Spam)

After you log in to your Webmail:

- From the **Spam** folder, right-click on the Spam email you wish to mark as legit.
- Click on the **Move to Inbox folder** option to whitelist the sender.
- All incoming emails from this sender will be delivered to your Inbox (or another folder if you have set up a rule).



If you have whitelisted a sender, but incoming emails are still delivered to your Spam folder, make sure there is no Blacklist entry for this sender or domain.

Revision #3
Created 25 August 2024 17:46:01 by Support
Updated 3 June 2025 21:57:22 by Support