

PRINTABLE GUIDE

Check why a genuine email went to Spam

A filter can misclassify legitimate mail. Verify the message before restoring it. These steps concern incoming messages; you cannot control someone else's spam filter.

Any email service; Gmail examples | 2 min read | 5 steps

Before you start

- ☐ Access to the correct email account
- ☐ The expected sender address or message subject

1. Open the spam folder

In Gmail, use the main menu and More > Spam if necessary. Other services call the folder Junk. Search for the expected sender or subject instead of opening unrelated messages.

- ☐ Done this step

2. Check the message independently

Inspect the full sender address and whether you expected its request. Logos and display names can be copied. If it asks for money, a password or an urgent account change, contact the sender through a known route first.

- ☐ Done this step

3. Mark genuine mail correctly

For a message you have verified, use Not spam or Not junk. In Gmail, this moves it out of Spam. Do not choose a link inside the message just to prove that it is safe.

- ☐ Done this step

4. Review account rules

Check whether you accidentally blocked the sender or created a rule that moves their mail. Add a known person to contacts if appropriate. Avoid a broad rule that allows every message from an entire large domain.

☐ Done this step

5. Test and watch the next delivery

Ask the sender for one short test message and check where it arrives. If your outgoing mail is being filtered, ask the recipient to verify it and mark it correctly; work-account senders may need administrator support.

☐ Done this step

Try it for yourself

Find one expected message and inspect its full sender address.

☐ I tried the task.

My notes

Should I empty Spam immediately?

Review expected messages first. Retention differs by provider; Gmail ordinarily deletes Spam messages after 30 days.

Official help and the online guide

Manage spam in Gmail -

<https://support.google.com/mail/answer/1366858/mark-or-unmark-spam-in-gmail-computer>

Missing messages in Gmail - <https://support.google.com/mail/answer/7015314?hl=en>

Read online: <https://plaintech-guides.pages.dev/guides/find-mail-in-spam/>