



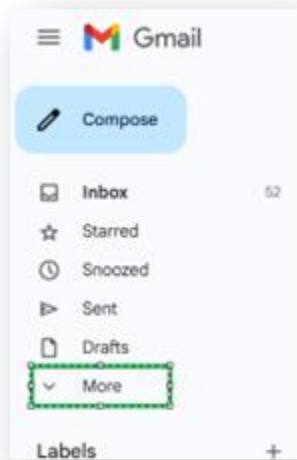
Guide to Locating and Moving Emails from Trash, Spam or Junk Folders

This guide helps you find and move emails from trash, spam, or junk folders back to your inbox or other folders across popular email providers. Emails are often filtered into these folders for various reasons, and folder names may differ between providers. The steps to recover emails also vary depending on the email service.

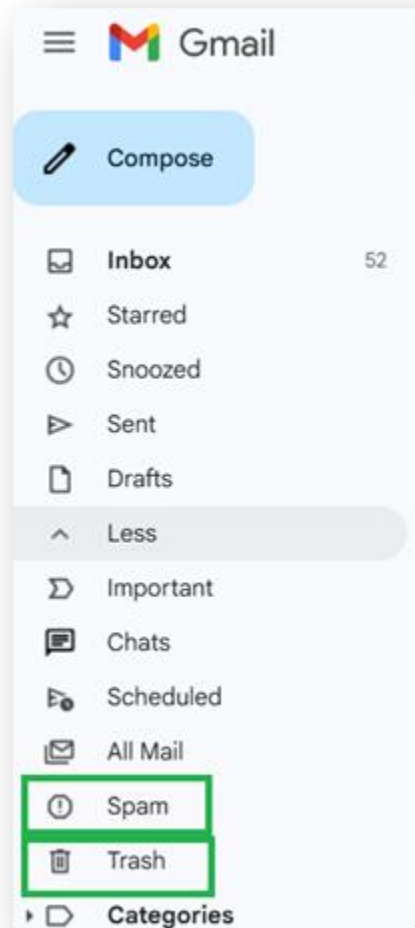
Gmail

Finding Trash or Spam in Gmail

- 1) **Sign in** to [Google Mail](#)
- 2) **Scroll down** your label list and **click More**



- 3) **Select Trash** or **Spam**



- 4) If you do not see Trash or Spam under More, check near the top of your labels.

Recovering Emails from Gmail Trash or Spam

Now that you know how to find your Gmail trash or spam from the steps above, let's move the email out of trash or spam into a folder or inbox.

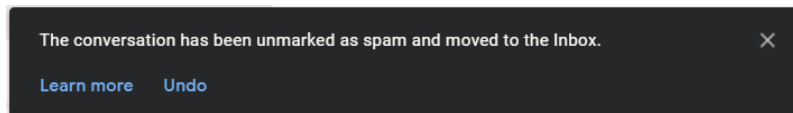
- 1) Locate the message in Trash or Spam
- 2) **Open** the message (or select the checkbox to the left of it)
- 3) **Move** the message to:
 - a. Inbox, or



b. Folder / Create a new label

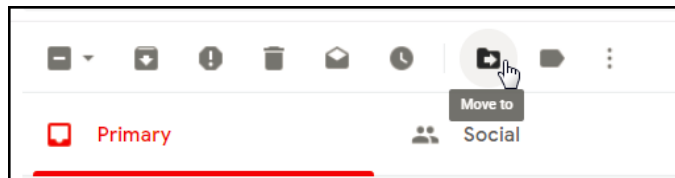
i. **Move to Inbox:**

1. Click the "Not spam" button
2. A black banner will display near the bottom of your window indicating the message has been unmarked as spam and moved to the Inbox.

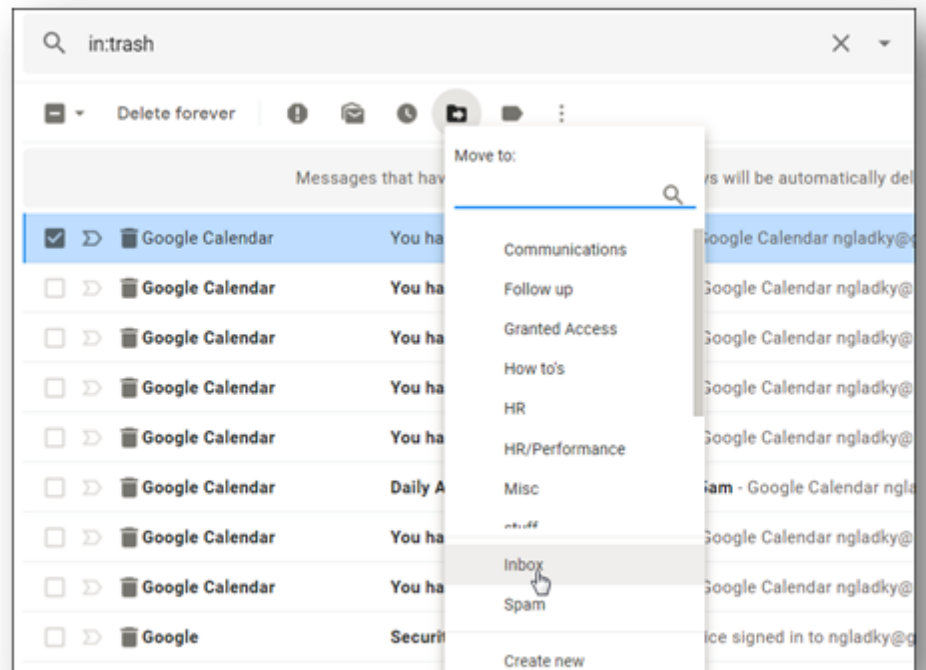


ii. **Move to select a folder or create a new label:**

1. **Click the Move to button.**



2. **Select the folder or create a new label** to move the message.

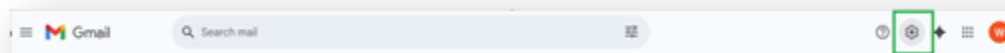


3. A black banner will display near the bottom of your window indicating the message has been unmarked as spam and moved to the selected label.

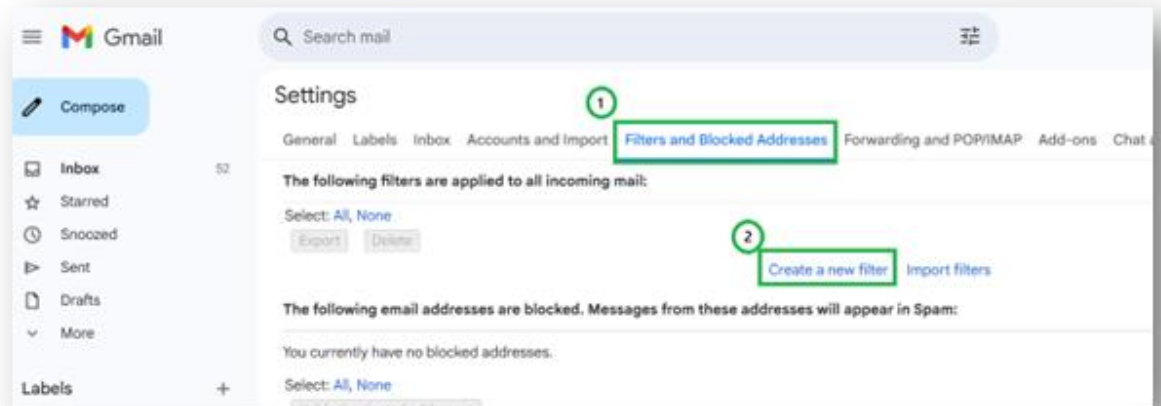
Preventing Message from Being Tagged as Spam in Gmail

To make sure that messages you receive from a specific person pass through the Google spam filter, create an email filter using the “Never send it to Spam” Option:

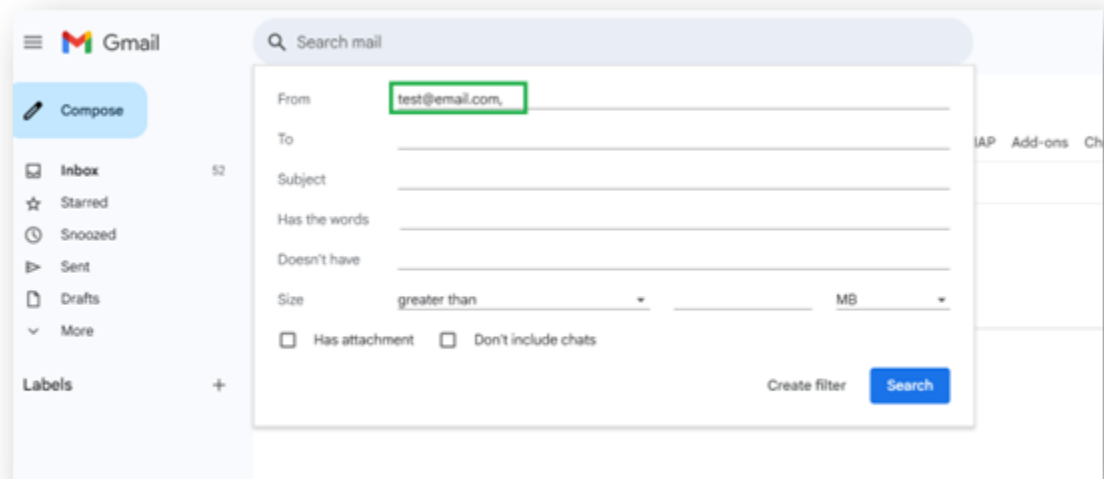
- 1) **Open** Google Mail and **click Settings**



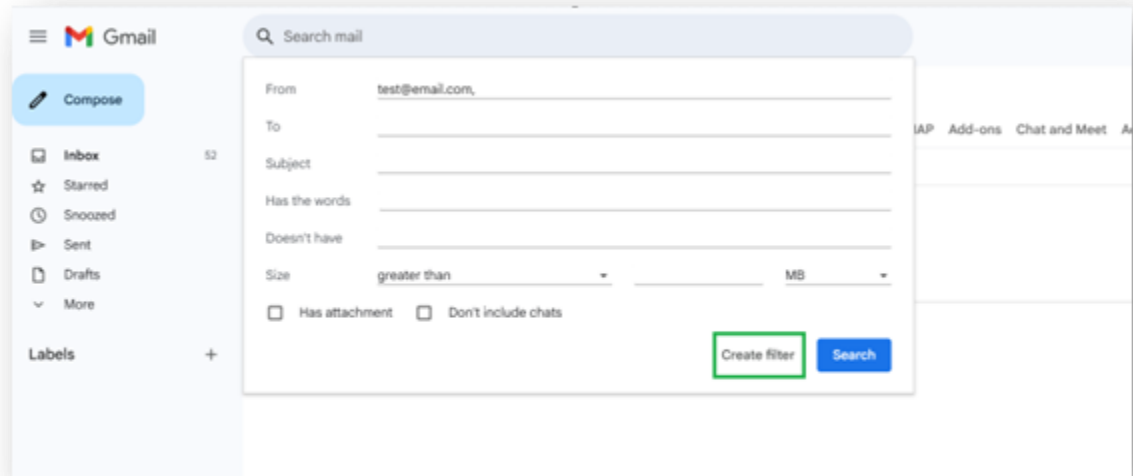
- 2) **Click Filters and Blocked Addresses**
- 3) **Create** a new filter



4) **Enter the email address** in the From Field



5) **Click Create filter** with this search



6) **Select Never** send it to spam

7) **Click Create Filter**

Additional Gmail Help

- Visit [Google Workspace Admin Help](#) for additional tips on managing spam.

Outlook Mail

Finding Junk Email in Outlook

! In Outlook, spam is in the Junk Email folder. There is no spam folder.

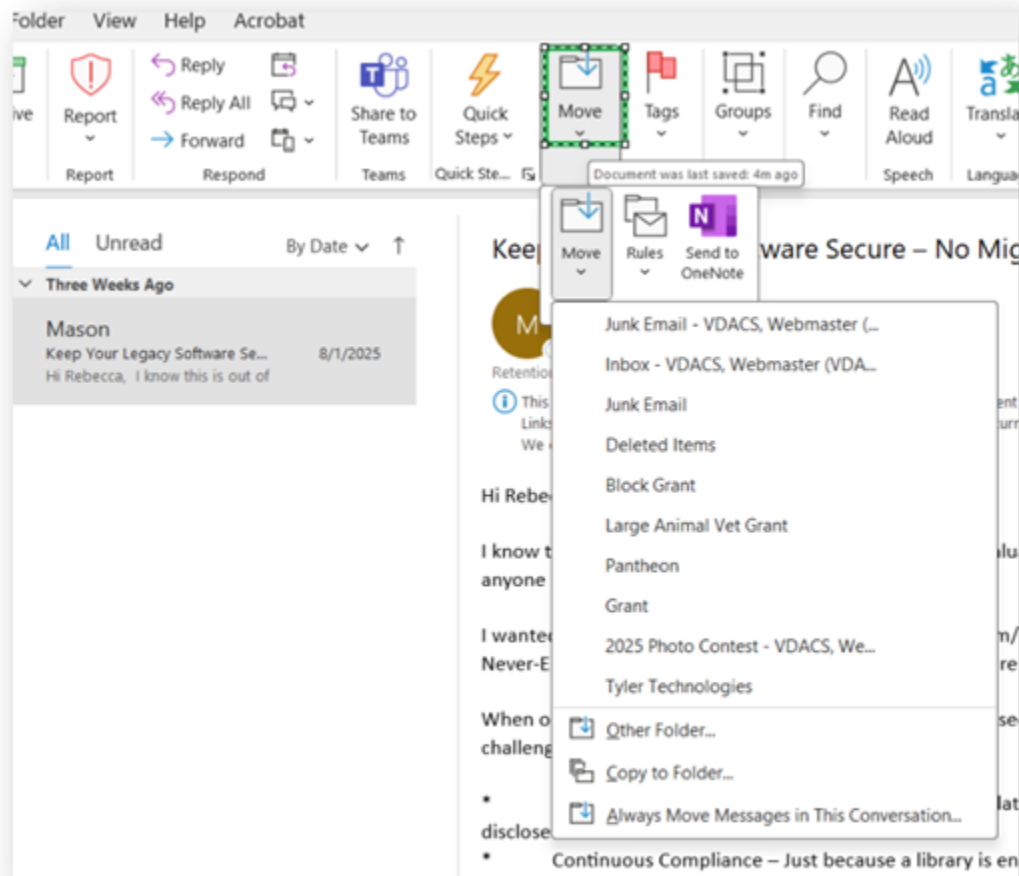
- 1) Sign in to [Outlook Mail](#)
- 2) **Locate** your **Junk Email folder** under your inbox.
- 3) **Expand** your personal email or folders



Recovering Emails from Outlook Junk

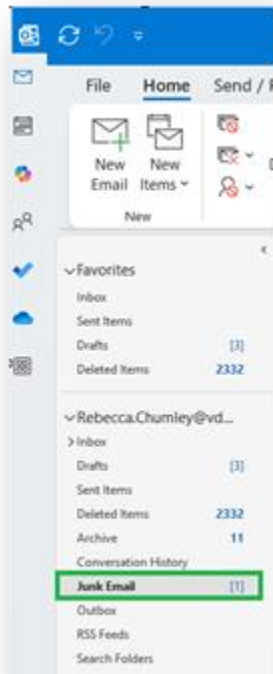
Now that you know how to find your Outlook Junk from the steps above, let's move the email out of Junk Email.

- 1) **Find** the message you want to move out of Junk Email
- 2) **Open** the message (or select the checkbox to the left of it)
- 3) **Click Move** and **Select** the folder location where the email should be moved to

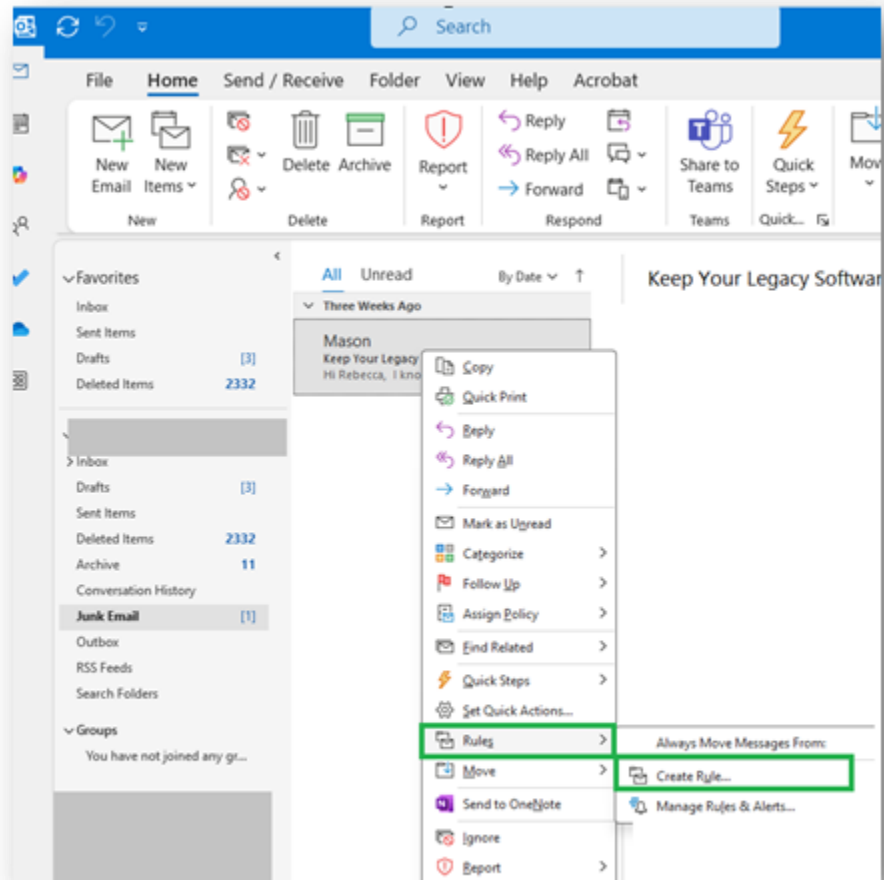


Create a Rule in Outlook to move Email messages out of your “Junk Email” folder

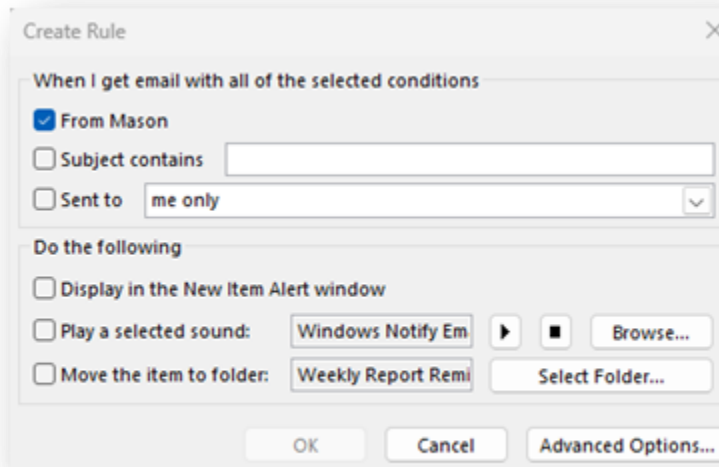
- 1) Sign in to [Outlook Mail](#)
- 2) **Locate** your **Junk Email folder** located under your Inbox on the left side



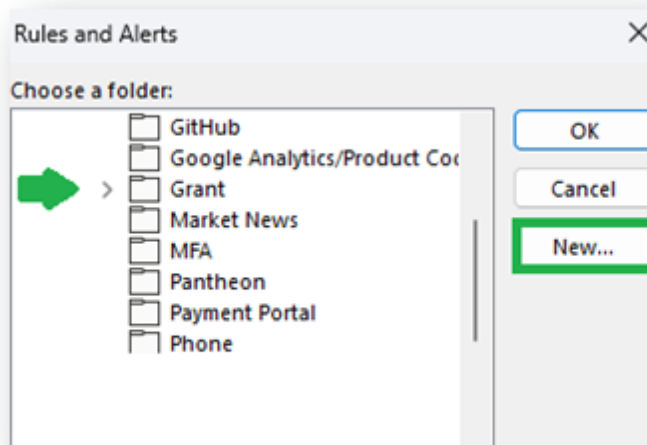
- 3) Locate the Email you want to create a rule for
- 4) Right click > select Rules > Create Rule...



5) Click the **From** select box to select the email



6) Select the Folder you want to move the email to or create a new folder



7) **Click OK**

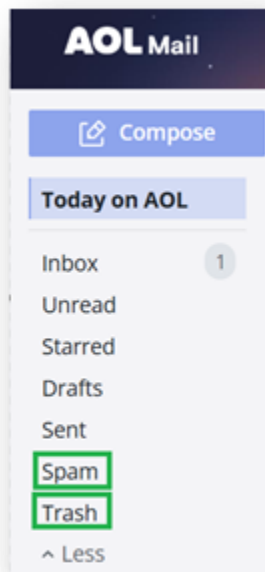
Additional Outlook Help

- Visit [Microsoft | Support](https://support.microsoft.com) for additional tips on filtering junk email and spam in Outlook.

AOL

Finding Trash or Spam in AOL

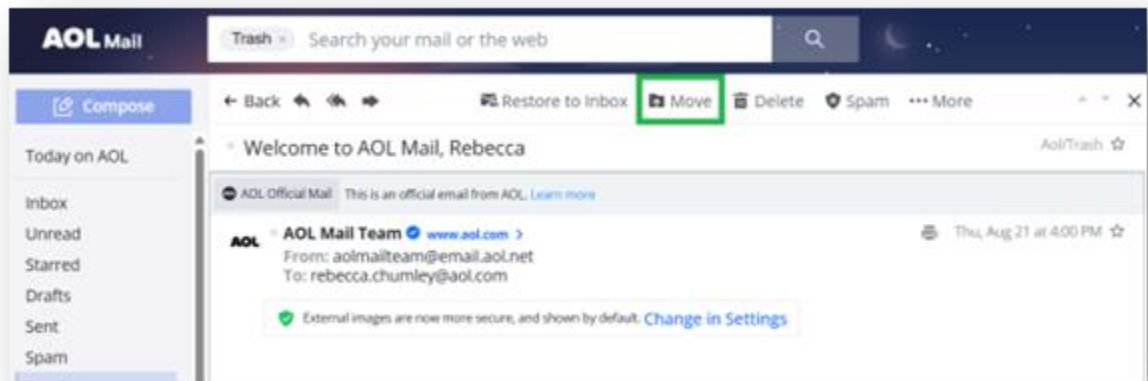
- 1) Sign in to [AOL Mail](#)
- 2) Hover over your label list on the left side of AOL (under the compose button)
- 3) **Select Trash or Spam**



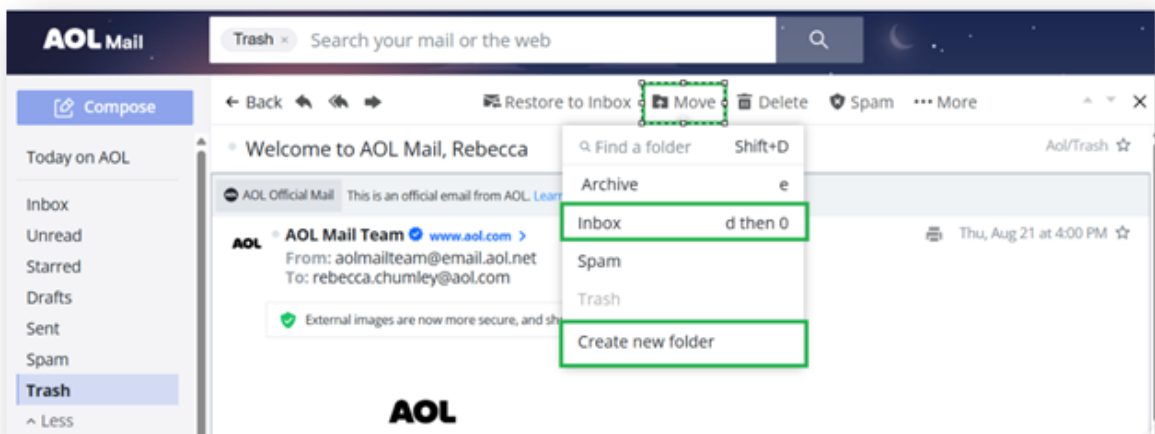
Recovering Email from AOL Trash or Spam

Now that you know how to find your trash or spam from the steps above, let's move the email out of spam or trash into a folder or inbox.

- 1) **Find** the message you want to move out of Spam
- 2) **Open** the message (or select the checkbox to the left of it)
- 3) **Click Move**



4) **Click Inbox or Create new folder**



Preventing Email from Being Automatically Tagged as Spam in AOL

- 1) **Open the Spam Folder**
- 2) **Select the email**
- 3) **Click Not Spam**
 - a. Future messages from this sender will be delivered to the inbox.

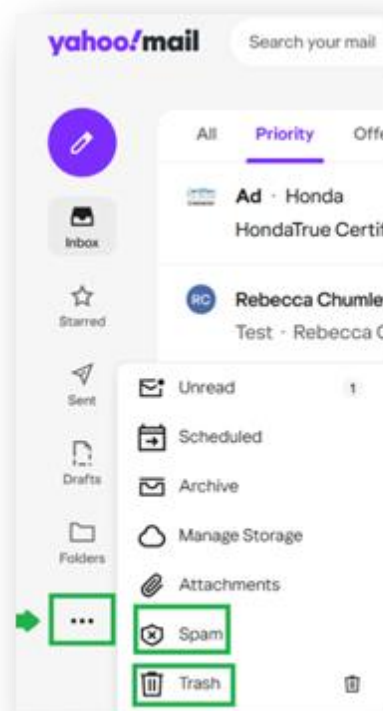
Additional AOL Help

- Visit [AOL: Help](#) for additional tips on managing spam and privacy

Yahoo Mail

Finding Spam or Trash in Yahoo

- 1) Sign in to [Yahoo Mail](#)
- 2) **Click** on **three ellipses** (under the Compose/Folders icons)



- 3) **Select Spam or Trash**

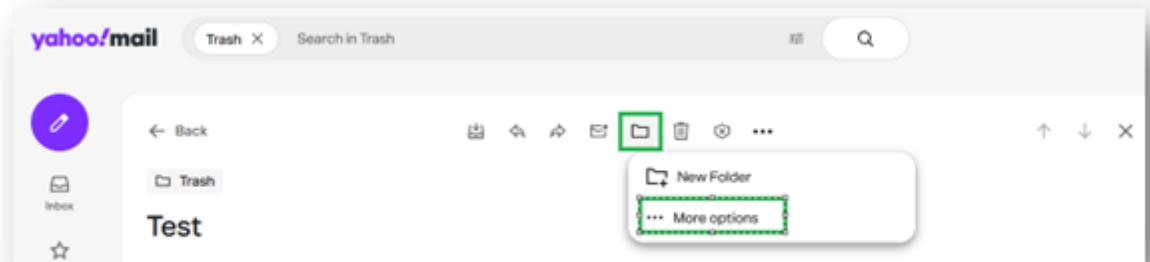
Recovering Email from Yahoo Trash or Spam

Now that you know how to find your trash or spam in Yahoo from the steps above, let's move the email out of spam or trash into a folder or inbox.

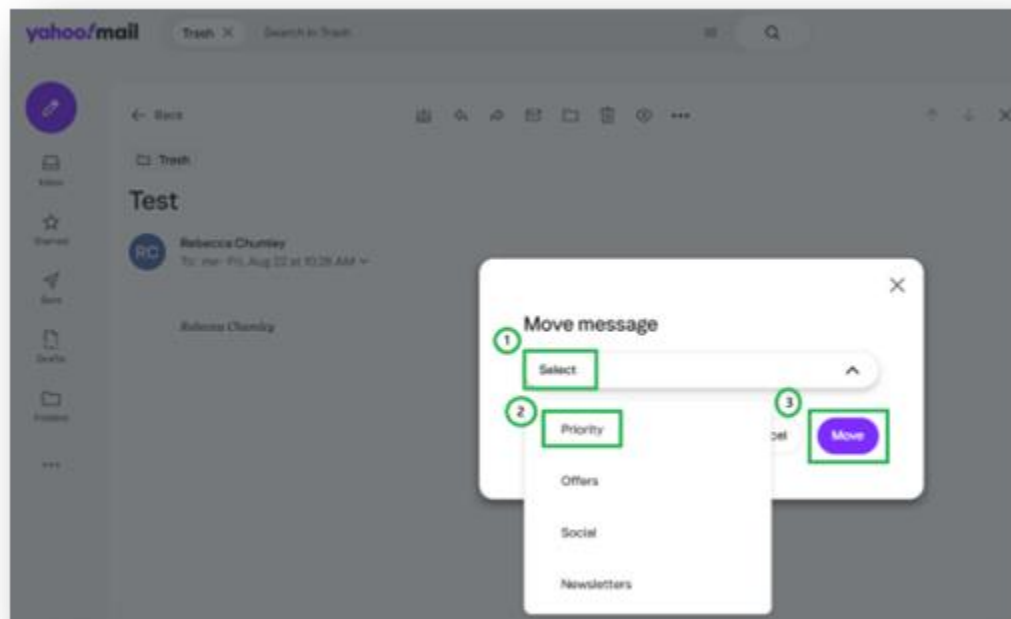
- 1) **Find** the message you want to move out of Spam or Trash
- 2) **Open** the message (or select the checkbox to the left of it)



- 3) **Hover** over the **folder icon** (icon illustrates Move on hover)
- 4) **Click Move** and **More options**



- 5) **Click Select** and **Priority** and **Move** to move the email into the inbox

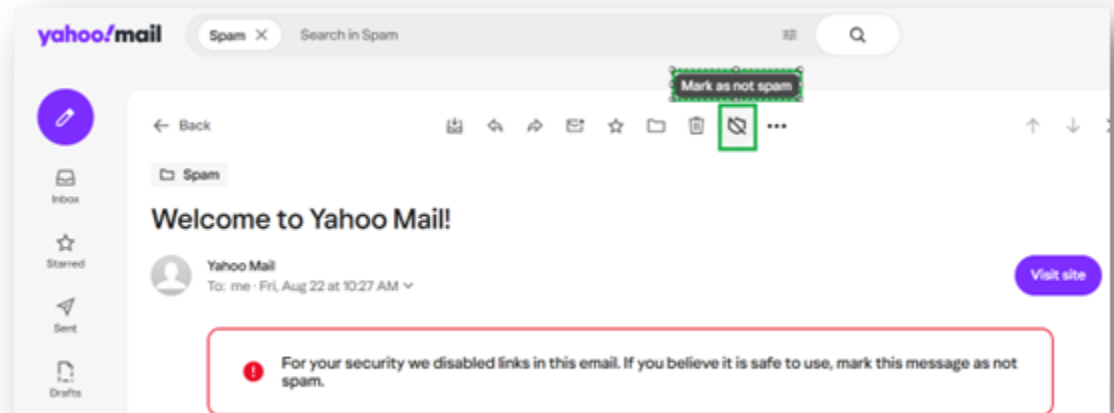


Preventing Email from Being Tagged as Spam in Yahoo

- 1) **Open** the **Spam** Folder. If you don't see the Spam Folder, click More below the Sent folder.
- 2) Select the email
- 3) **Click** on **Shield with strikethrough icon** (Mark as not spam on hover) to



move the message into your inbox, and all future messages from this sender will be delivered to the inbox.



Additional Yahoo Help

- Visit [Yahoo](#) for additional tips on managing spam and mailing lists in Yahoo Mail