

How To Manage Email Flagged As Spam By VT Google Apps

Now that everyone has a VT Google Apps account (with a few exceptions) the Junk Mail Manager (JMM) no longer functions. All email that is sent to you from a non-VT Exchange user now goes through the Spam filter located on the Google Apps server (gmail.com). An easy way to monitor the email that has been flagged as spam by Google is from within your Windows Outlook client. Follow the steps below to learn how to do this.

1. Launch Outlook.
2. Perform the steps in the [Adding Google Apps To Outlook](#) FAQ found on our website (it.cnre.vt.edu) so that your Outlook profile can talk with your Google Apps account. You may have already done this if you attended one of our Going Google how-to sessions. If you did not attend one of our sessions you may need to enable IMAP before the before mentioned FAQ will work, <http://support.google.com/mail/bin/answer.py?hl=en&answer=77695>
3. Scroll down the Navigation Pane on the left side of your Outlook screen until you see “YourPIDHere@vt.edu (Google Apps)”, in my case it would be “laweber@vt.edu (Google Apps).
4. Click on the little arrow to the left to expand the Google Apps folder.
5. Click on the little arrow to the left of [Gmail] to expand that folder.
6. All your Spam will be contained within the “Spam” folder.
7. Once you have confirmed that there aren’t any false positives you can just right click on the “Spam” folder and select “Delete All”. Note that Google automatically deletes Spam after 30 days to keep the folder from growing out of control.

If you find a false positive (something you should have received) in your Spam folder then you need to login to the actual Gmail web portal to tell Google that it is not Spam. Follow the steps below to perform this task.

1. Go to www.gmail.com using your preferred browser.
2. In the “Username” type in YourPIDHere@vt.edu without the quotes and substituting your actual PID for YourPIDHere, in my case it would be laweber@vt.edu.
3. Enter in your Google Apps password in the “Password” field. If you have forgotten your Google Apps password you can use the <http://answers.vt.edu/kb/entry/3749/> knowledge base article to reset it.
4. Once you’re logged into your Google Apps account find your Spam folder in the left hand column of the screen and click on it.
5. Put a check mark in the little box to the left of the message that you want to mark as not being spam and then click on the “Not spam” button near the top of the window.
6. An important thing to note here is that the message that you used to tell Google that it wasn’t spam gets placed in your Google Apps Inbox and not your Exchange Inbox. From within Outlook you can drag and drop it to its desired location. However, all future emails from that same source will then be forwarded to your Exchange Inbox and not flagged as Spam.
7. Logout of gmail.com.