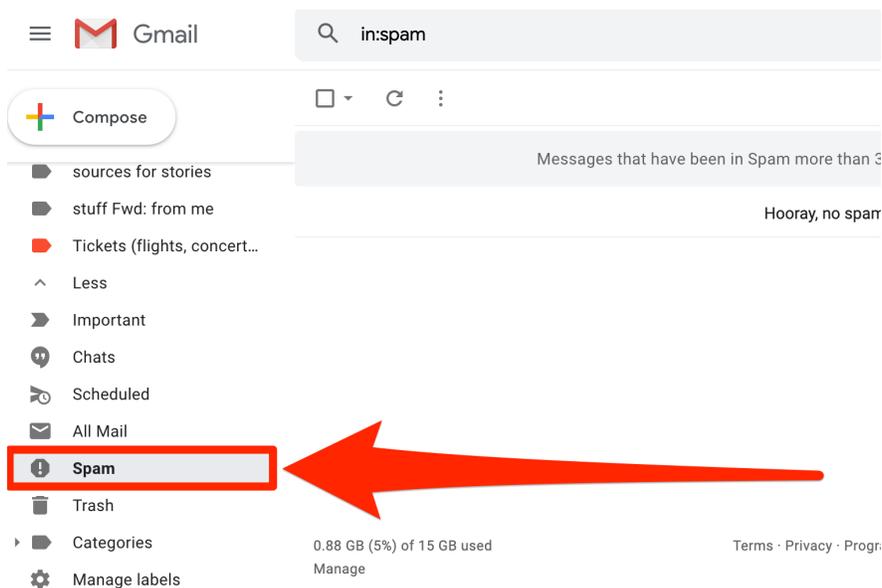


Not Receiving Shasta College Emails?

Use this tip sheet to walk you through checking your spam folder in Gmail, Yahoo Mail or iCloud Mail

How to find your Gmail Spam folder on a desktop and recover the email

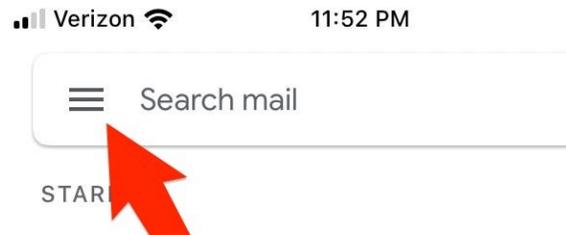
1. Open Gmail in any internet browser on your Mac or PC.
2. In the left sidebar, you'll see all of your folders, including your general "Inbox." Scroll down until you see the "More" option, and click this to find even more folders.
3. Click on the "Spam" folder. This will be labeled with an exclamation point icon.



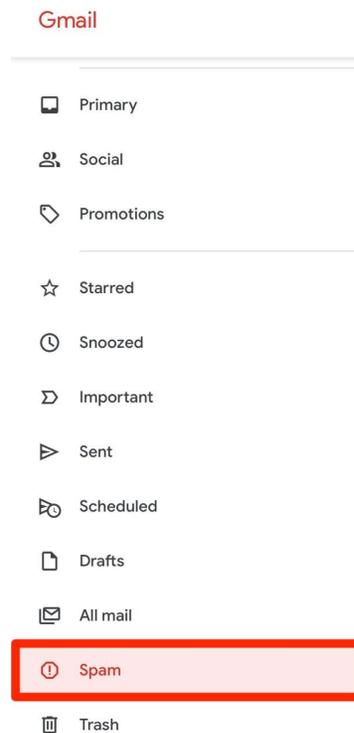
4. If you'd like to bring a specific message back to your general Inbox, open it and then click "Not spam" at the top of the page. This will also teach Gmail not to mark messages like this as spam in the future.

How to find your Gmail Spam folder in the mobile app and recover the email

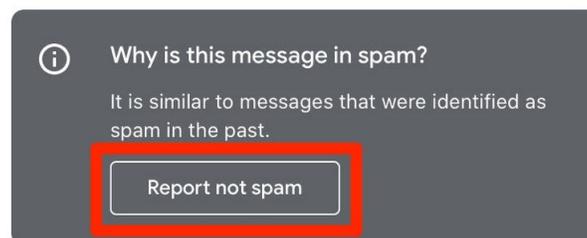
1. Open the Gmail app on your iPhone or Android device.
2. Click the three bars in the upper-right corner from any screen to open the main menu.



3. Scroll down and tap the "Spam" option.



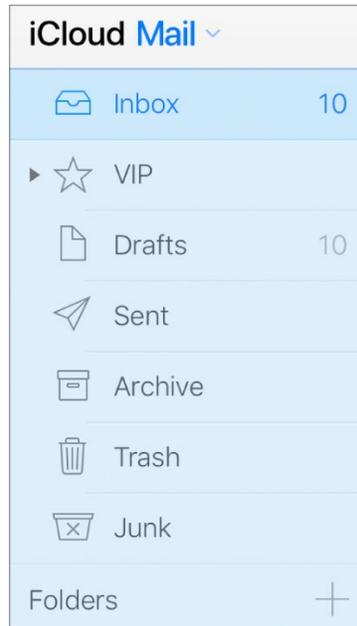
4. To bring a message back to your general Inbox, open a message and then tap "Report not spam" in the gray box. If this box doesn't appear, tap the three dots in the top-right corner and then select "Not spam."



How to find the Spam folder in Mail on iCloud and recover the email

1. In Mail on iCloud.com, click the Junk folder in the sidebar. If you don't see the sidebar, [see Show or hide the sidebar in Mail on iCloud.com](#).

For example, the sidebar in Mail looks like this:

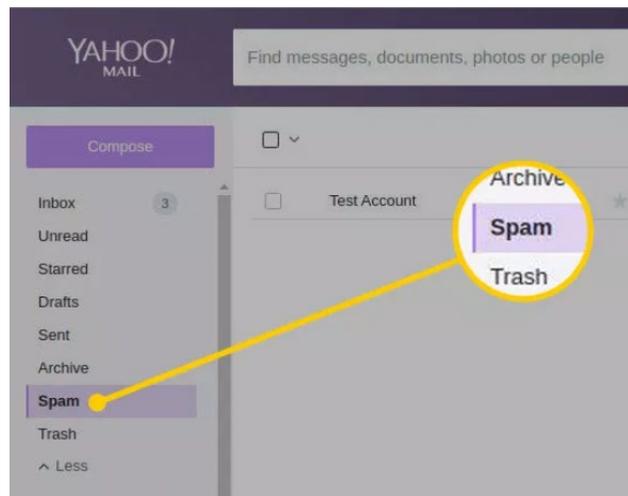


2. Select the message or messages, then click the “Not Junk” button in the top right of the message window.

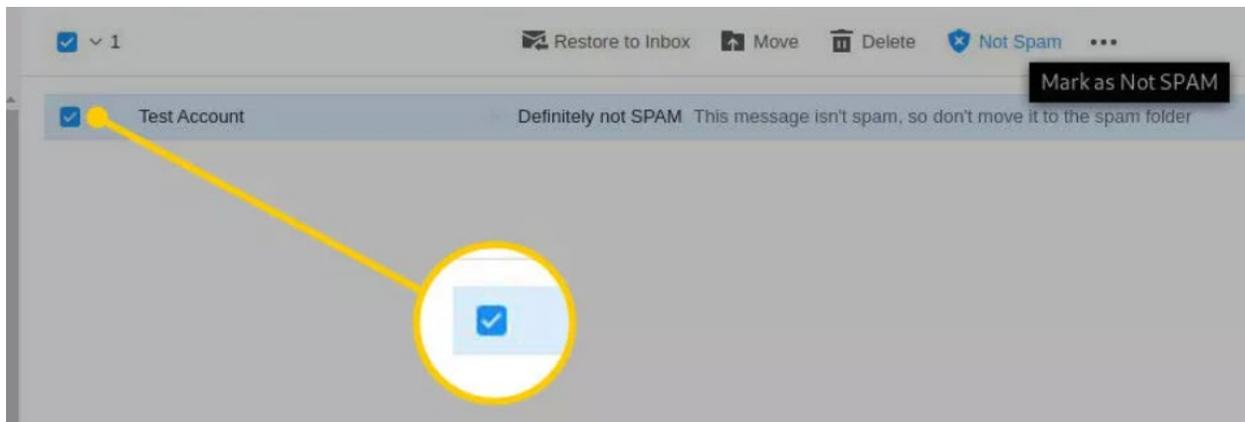
The message is moved to your Inbox. Subsequent messages from the same sender are no longer automatically marked as junk.

How to find the Spam folder in Yahoo mail and recover the email

1. In Yahoo Mail, open the Spam folder.

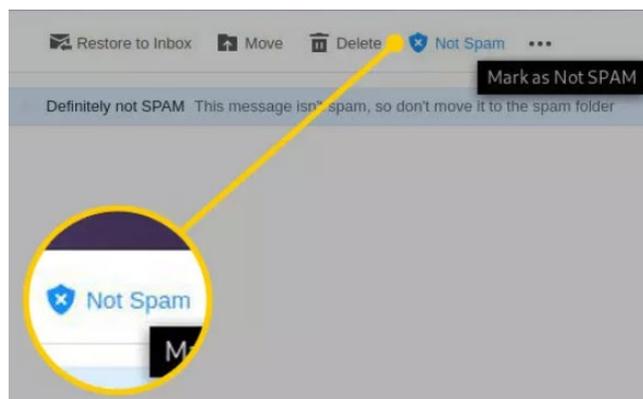


2. Select the messages you want to recover.



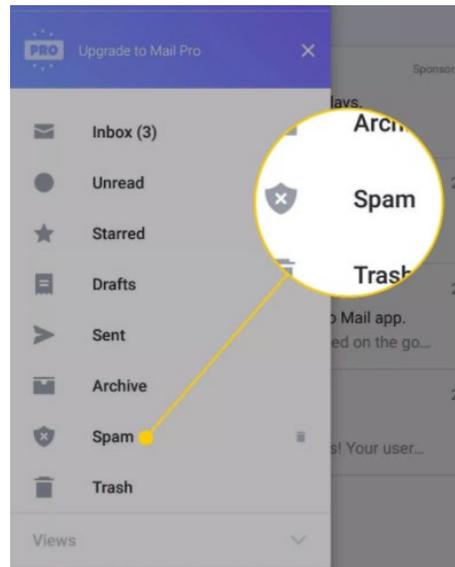
Note: Yahoo Mail search doesn't look for emails in the Spam folder.

3. Select Not Spam.



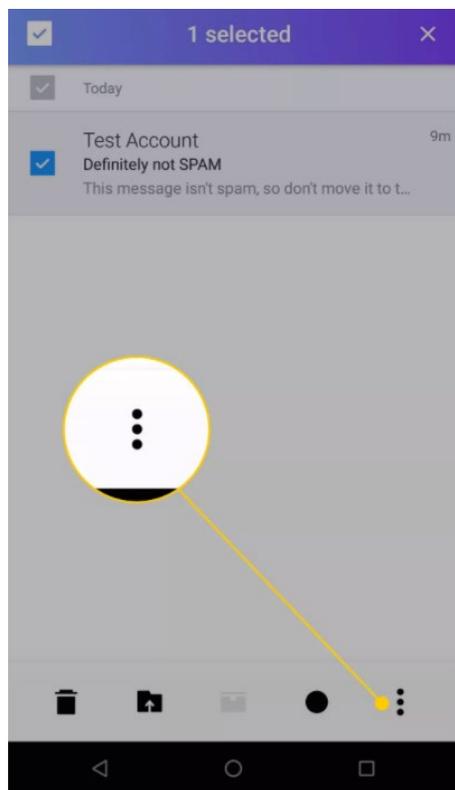
Recover Good Mail from Spam Folder in the Yahoo Mail Mobile App

1. In the Yahoo Mail app, go to the Spam folder.

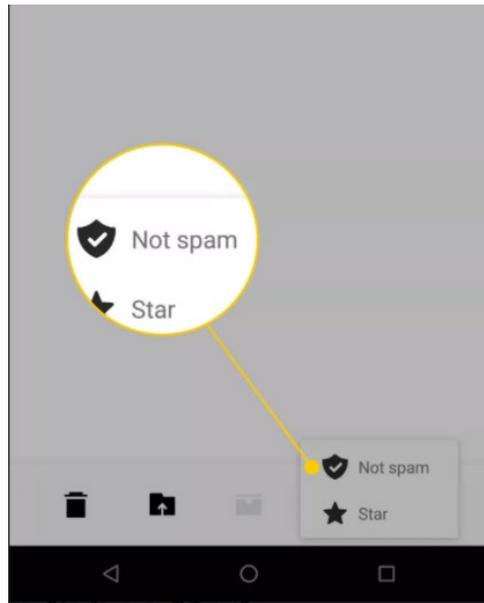


2. Open a single email or select one or more messages. (Long-press one message to display the selection check boxes.)

3. Tap more items (the icon looks like three stacked dots).



4. Select "Not spam".



If you are still having trouble receiving emails from Shasta College, let us know! [Submit a request for Technology Support](#) and someone will reach out to assist you shortly.