Searching for Missing Emails in Spam

Ever have someone say they sent you an email but it never appeared in your Inbox? Wonder if it got lost in your Spam folder? Here is how you can search in the Spam folder and then create a filter to make sure it doesn’t happen again.

1. In the Search field, type in:spam epafhelp@slu.edu or any other email address you are searching for.

2. Place a check mark in front of the email(s) you might have found in the search.
3. Click the Move to Inbox button.

The email(s) have been moved out of the Spam folder and back into our Inbox.

Now that we have the email(s) back in our Inbox, let’s look at how to prevent them from going to Spam.
Building a Filter
Google Filters allows us several options for incoming emails. One is to make sure a message from a specific email address never gets caught in our Spam folder.

1. **Click** the *Create a filter* link located to the right of the Search box.

   ![Create a Filter Window](image)

   The Create a Filter window appears at the top of our screen.

2. **Enter** the *email address* you want to prevent from going to Spam. In our example we will enter epafhelp@slu.edu.
3. **Click** the *Test Search* button to confirm the email address entered locates a result.
4. **Click** the *Next Step* button.

   ![Create Filter Window with Test Search](image)

   In this example, we want Google to automatically apply a label all current and any incoming messages from our email address of epafhelp@slu.edu.

   We will then make sure messages from this email address are never sent to Spam.

5. Place a **check** mark next to *Apply the label:*
6. **Choose** the *label* you want to apply to messages from this email address.

   In our example, we will create a New label for EPAF.
A list of all the messages from this email address will appear below.

7. **NOTE:** You can have the filter automatically apply the label to all the messages listed by **clicking** the **Also apply filter to # conversations below.**

8. **Click** the **Create Filter** button.

Google confirms the label was created.

We now see that Google has created a label for EPAF and applied it to our message.