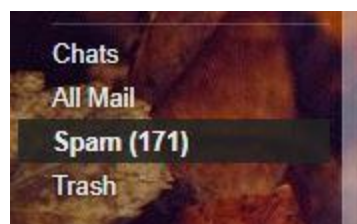


Remove District Voicemail Notifications from Spam Folder

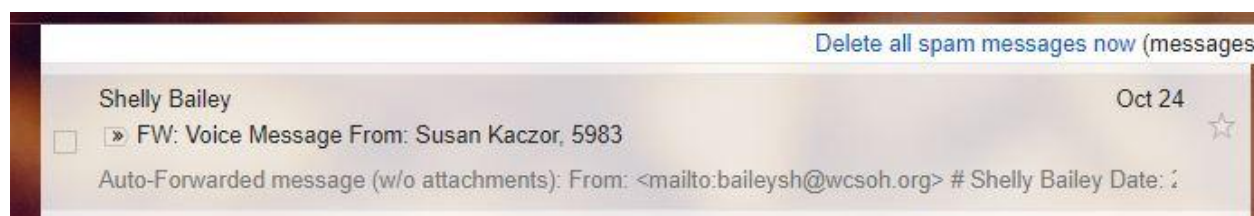
Please note this e-mail is intended for Westerville City Schools staff that have a district voicemail box. If you do not use voicemail, please disregard this message.

IT has been notified that e-mail notifications for voicemail messages are automatically going to the Spam folder for some of our end-users. We believe this is occurring because Google's spam algorithm has detected that several of our users have previously flagged these e-mail notifications as "Spam" and the algorithm is now flagging these messages for other end-users in our domain.

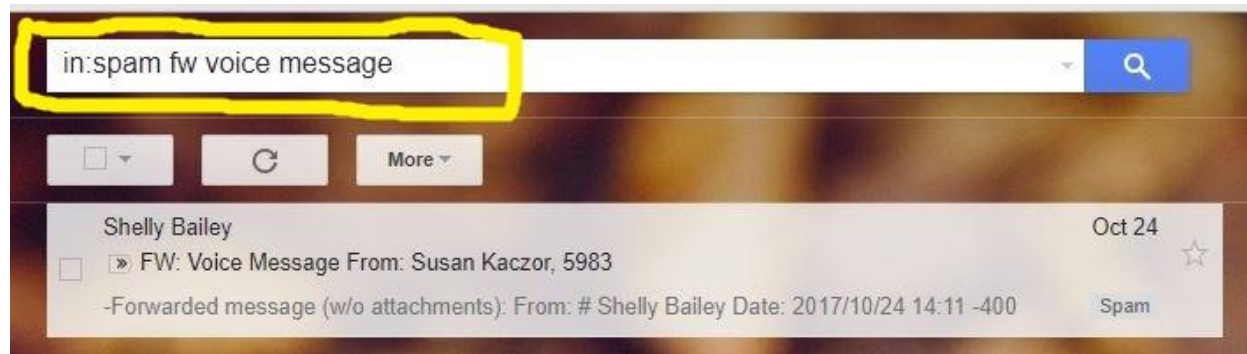
If you believe you are missing voicemail e-mail notifications, please navigate to your Spam label, then double click on the label to open the folder.



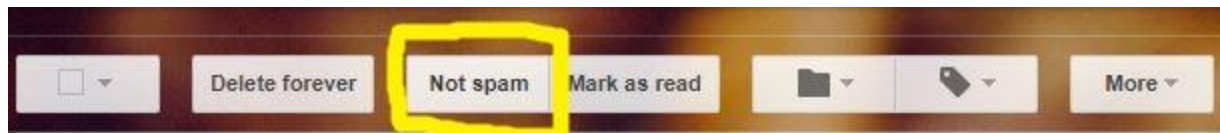
The e-mail notification looks like this.



If you have several spam messages to sort through, you could also do a search by typing the following string into the search bar: **in:spam fw voice message**



If you find any of the e-mail notifications in the Spam folder, open the e-mail and look for the “Not Spam” button at the top of the message.



Click on the button and the e-mail will return to your inbox. **Disclaimer - you may have to perform this process a few times before Google will realize these e-mails should be “trusted” and delivered to your Inbox.**

If you continue to experience issues, please submit a ticket for IT and we will help you out.

Additionally, if you do not want to receive e-mail notifications for voicemail, please submit a ticket for IT and we can remove your e-mail address from your voice mailbox (**please do not mark them as Spam**).