

# False Positives and Trusted Senders

**False Positives** are when legitimate emails are wrongly identified as spam.

To access the web portal please go [www.rombusmail.com](http://www.rombusmail.com)

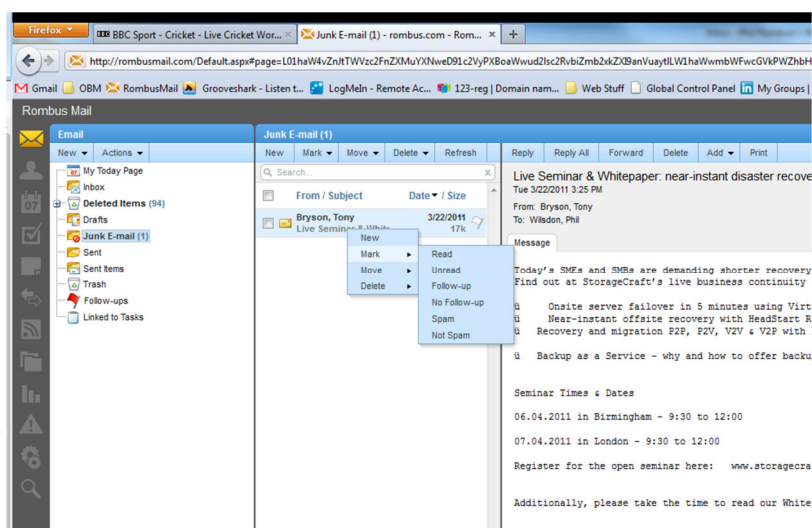
Log in using your username and password

Down the left hand side you have access to your emails, calendar, settings etc

Select your inbox and then the junk email folder.

If an email has gone into your junk folder, right click on the email and mark not as spam.

Your domain learns from its users what is and isn't spam.



**Trusted senders** are email address which will not be ran through any spam filters.

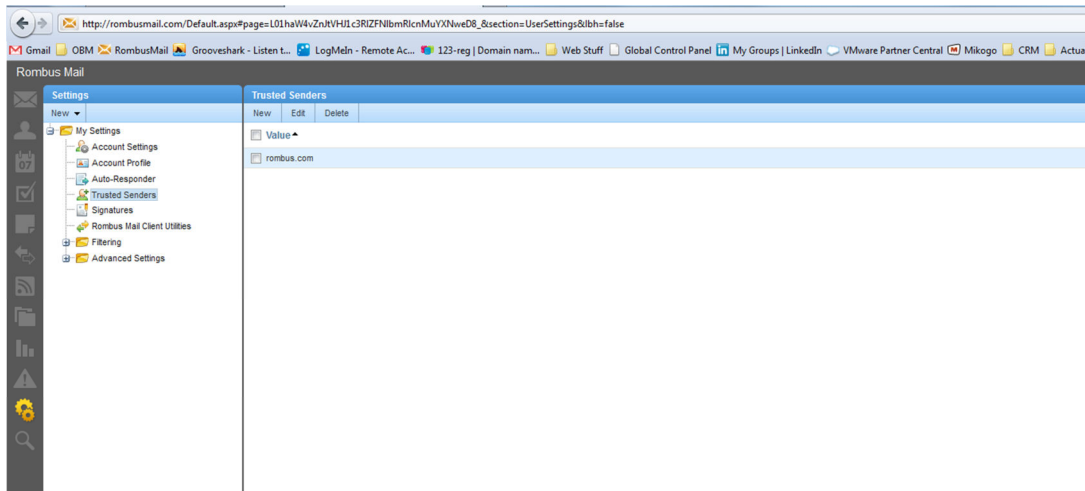
Click settings to open your email settings.

On the settings pane, click trusted senders.

Here, users can add a specific email addresses (such as [jsmith@example.com](mailto:jsmith@example.com)) or domains (such as [example.com](http://example.com)) that will be exempted from spam filtering.

Email addresses or domain names can be added to your list of trusted senders. This can prevent mail from friends, business associates, and mailing lists from being blocked and lets the system know that these messages come from a trusted source.

Note: The email address for messages that you unmark as spam are automatically included on your trusted senders list.



Rombus can also add in trusted senders at a domain level.