

Emails going to spam/junk folder - How to adjust your spam filter settings

If legitimate emails from external senders are being delivered to your spam or junk folder, this article explains how the spam filter works and how you can adjust your personal settings to prevent this.

Why does this happen?

Our mail platform automatically scores every incoming email based on a number of factors. If an email scores above a certain threshold it will be moved to your junk folder. Occasionally, legitimate emails from trusted senders may score slightly higher than expected due to shared sending infrastructure or email content, and end up in your junk folder unintentionally.

How to fix it

You have two options:

Option 1 - Whitelist a specific sender (recommended)

1. Log in to <https://mail.op-email.eu> with your email address and password
2. Click the **Spam filter** tab
3. In the **Whitelist** section, enter the sender's email address or domain (e.g. or for an entire domain)
4. Click **Add item**

Whitelisted senders will never be classified as spam.

Option 2 - Adjust your spam filter thresholds

1. Log in to <https://mail.op-email.eu> with your email address and password
2. Click the **Spam filter** tab
3. Drag the **first slider** (green/yellow boundary) to the right - we recommend setting it to around **9**

4. Drag the **second slider** (yellow/red boundary) to the right - we recommend setting it to around **14**
5. Click **Save changes**

“ **Tip:** Using both options together gives the best result.

What do the score zones mean?

Colour	Score	Action
☐ Green	Below first threshold	Delivered to inbox
☐ Yellow	Between thresholds	Tagged and moved to junk folder
☐ Red	Above upper threshold	Rejected by the server

Still having issues?

If adjusting these settings does not resolve the problem, please contact our support team and include:

- The sender's email address
- The approximate date and time the email was sent
- A screenshot of your current spam filter settings

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