Devcity Mail | Quick guide

Spam, and where your mail went.

We filter spam for you, and we never delete anything.

Every message that arrives is checked. Suspicious ones are filed in your Junk folder instead of your inbox, so nothing is lost and nobody gets a bounce. This guide shows how it works, and how to teach it who you trust.

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1. **Every message is checked**
   On every plan, with no setup
2. **Spam goes to Junk**
   Filed, never deleted or refused
3. **You stay in charge**
   Move a good message back in one tap
4. **Allow and block lists**
   Always allow or always block a sender

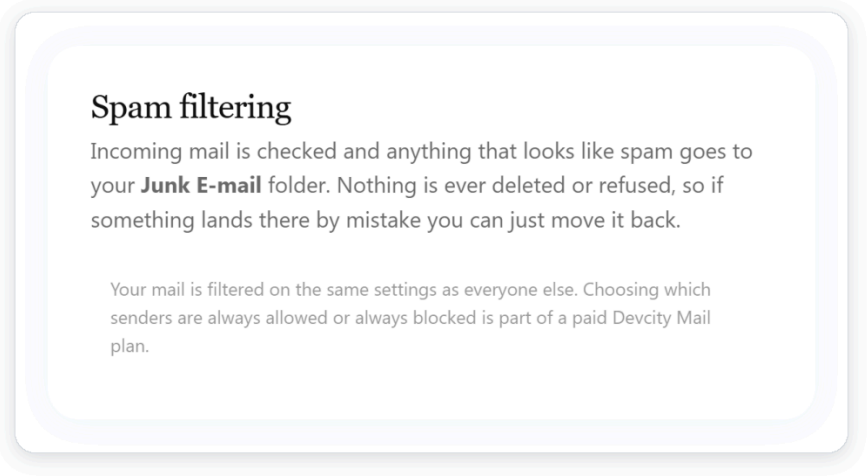
SWITCHED ON
For every mailbox

DELETED
Nothing, ever

LISTS
On the paid plans

1 What happens to spam

Incoming mail is scanned for spam. Anything that looks like spam goes to your **Junk folder**. It is not deleted and not refused, so if something lands there by mistake you can simply move it back. It will still be there tomorrow.



Spam filtering, as described in your dashboard

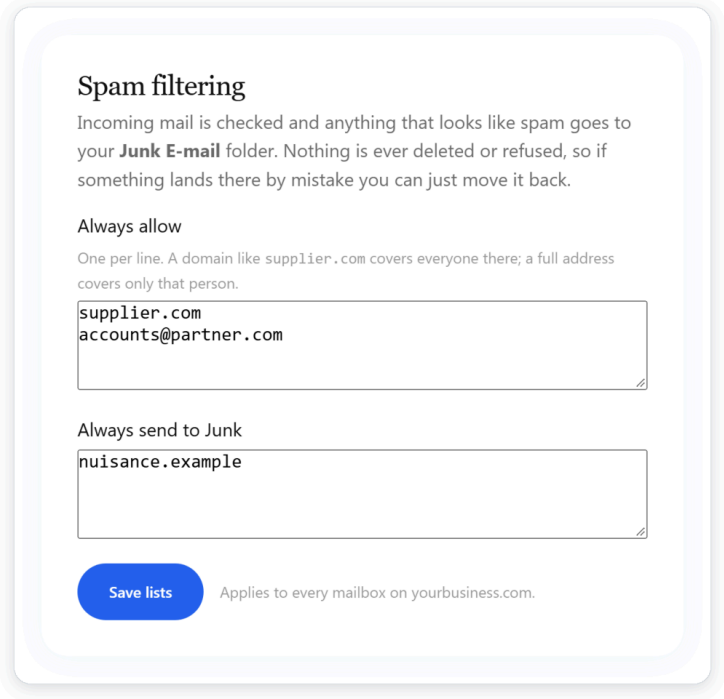
> **Waiting for a message that has not come?** Look in Junk first. It is the most common answer, and the quickest check.

2 A good message landed in Junk

Open Junk, open the message, and move it to your inbox. In webmail drag it across, or use the Move button. In a phone app, swipe or use the folder option. Then add the sender to your allow list so it does not happen again.

3 Always allow, always block

Open **Devcity Mail**, your domain, then **Spam filtering**. Put senders you trust under **Always allow**, and repeat offenders under **Always send to Junk**. Press **Save lists**.



The allow and block lists, with examples filled in

A whole company

Type a domain such as **supplier.com** and it covers everyone there.

One person

Type a full address such as **accounts@partner.com** and it covers only them.

4 Good to know

The lists apply to every mailbox on your domain

Not only yours. Tell your team when you add a sender.

Allow and block lists come with the paid plans

Spam filtering itself is on for everyone, free tier included.

Spam still reaches your inbox sometimes

That is expected. We keep the filter careful on purpose, so real mail is not lost. Add repeat senders to the block list to teach it.

Curious why a message was filed?

Open it and choose View source or Show original. Look for the line called X-Spam-Devcity-Score. It shows the score and the checks that matched.

Nothing is refused

Because spam is filed rather than rejected, the sender never gets a bounce, and you can always find the message.