Email

How can I prevent items I scan to my email from going in the "Junk" folder?

There is a common problem that can occur with the Canon printers that causes scanned items to go directly into the "Junk E-Mail" folder instead of the inbox. There is a quick, simple solution:

1. Right click on the email in the "Junk E-Mail" folder.

2. Hover the mouse over the "Junk" option.

3. Select "Never Block Sender."

This will add the scanner to the "Safe Senders" list. These steps should now prevent all scanned items from going into the "Junk E-Mail" folder.

Unique solution ID: #1373
Author: Tech Support
Last update: 2016-08-15 14:07