

# 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.

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