

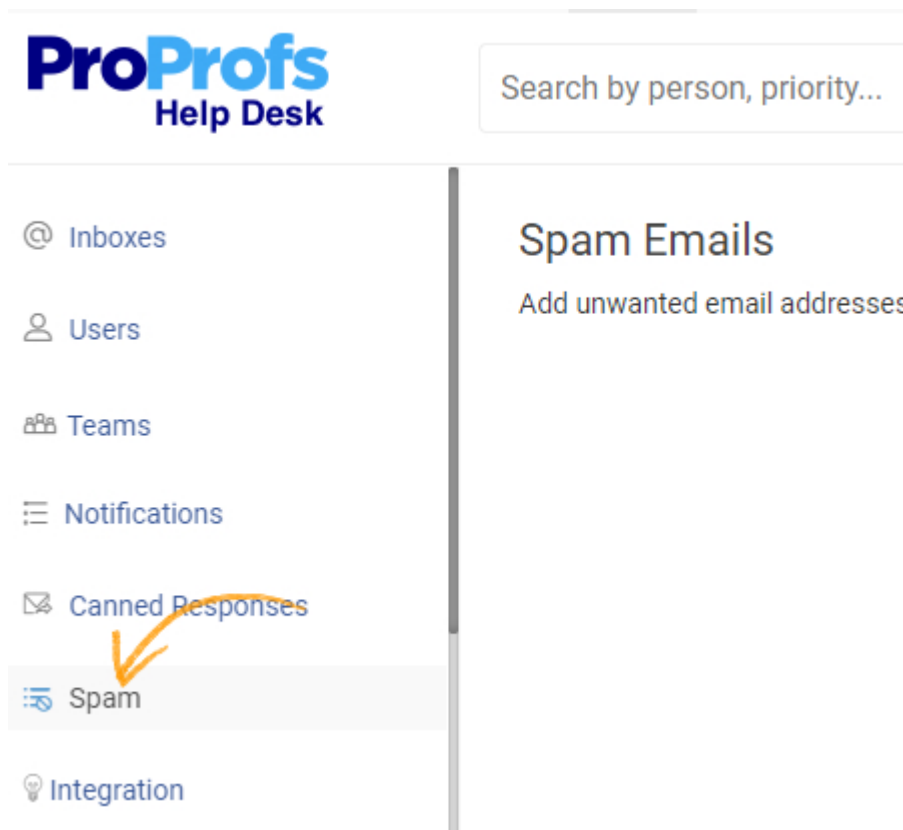
How to Mark Emails as Spam

Spam emails are unwanted emails that waste your precious time. You can add potential spam sourced email addresses to the spam list in Help Desk. Once an email is added to the spam list, tickets relating to it are not generated in the inboxes.

Follow these steps to add Email addresses to spam list:

To explain, we are going to block the entire domain "@test123.com" with a single email ID.

Step 1: Navigate to **Settings**, Click **Spam** in the vertical menu.



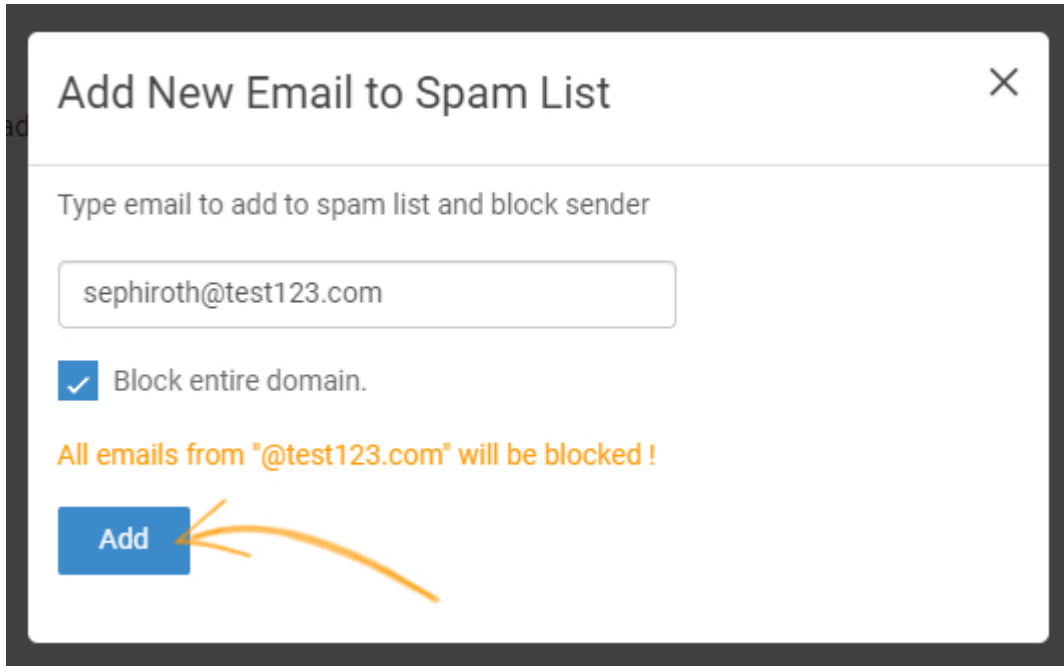
Step 2: Select the **+Block New Email** button.



Step 3: Enter the email ID you want to add to spam.

By checking the **Block entire domain** option you can block an entire domain. If the **Block entire**

domain option is left unchecked, only the email ID that is entered will be blocked.
Once done, press **Add**.



Add New Email to Spam List [X]

Type email to add to spam list and block sender

sephiroth@test123.com

Block entire domain.

All emails from "@test123.com" will be blocked !

Add

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