# Seeing Falsely-Marked "Spam" If You Have Cox Email

It appears that Cox is falsely classifying at least some HTML-format emails from BCDems via Mailchimp as SPAM. By default Cox email accounts are set to "Delete spam messages without delivering to Inbox", so such emails will never be seen without changing your Cox email settings.

It is possible to configure an email account to place Spam emails in a Spam folder instead of deleting them. This could also save some actual junk spam in that folder which must eventually be manually deleted. At this time there appears to be no way with Cox to treat email from BC Dems preferentially. Once Cox initially flags a received email as spam, there is no way to use email filters, white listing, or any technique under the recipient's control to change the email's status.

The procedure to stop Cox from auto-deleting all spam email is as follows: go to Cox web mail at **https://myemail.cox.net** and login using your email account name and password. It may take several seconds for your email folders to be shown.
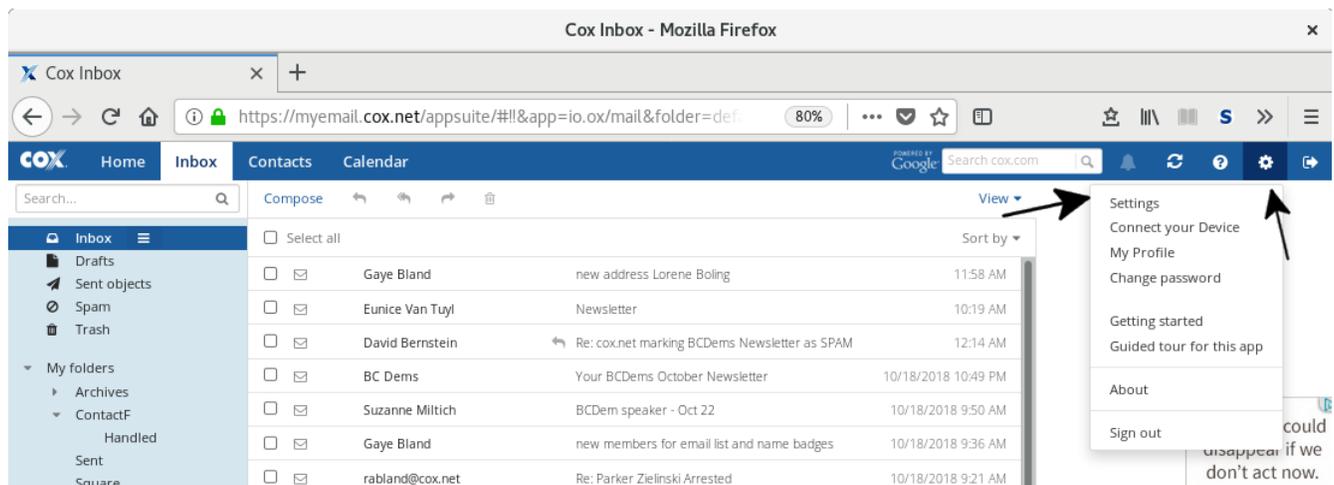
From there, click on the Settings gearwheel and then select Settings on the drop down menu.
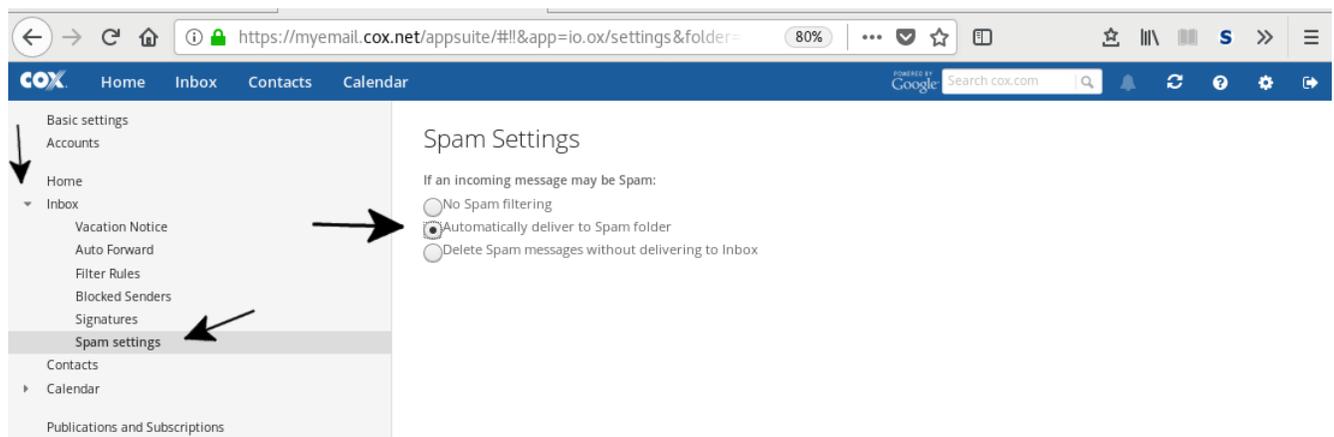
On the left side of the settings page, click on the expansion arrow by "Inbox", then click on "Spam settings" under that, and finally click on the "Automatically deliver to Spam folder" button. You should receive an indication the setting change has been saved. You can then log out of Cox web mail,

and any emails you receive in the future that Cox regards as spam will be placed in your spam folder rather than auto-deleted.

Depending on how you normally view email, you may not receive any indication there is new email in the Spam folder.   You may need to explicitly select the Spam folder to see what is there, either periodically or when you have reason to believe you may be missing some email.   Some email clients, like Thunderbird, can be configured to auto-download specific folders in addition to the Inbox folder; but other email clients lacking this feature may require manually checking of the Spam folder contents.

I would suggest manually moving any email that is not really spam and that you want to retain from the Spam folder to a different folder so all contents left in the spam folder are expendable and can be manually deleted en mass should the clutter build up.

Another option with Cox is to select "No Spam Filtering" for the account, which causes all emails classified as SPAM to be passed through to the Inbox folder but marked by prepending the original Subject with "-- SPAM --".   Choice of using the Inbox or Spam folder for spam emails is a matter of personal preference. I lean toward directing spam to the Spam folder when most spam-classified messages are not useful, and toward using the Inbox folder when most are useful.

The appearance of the screens may be slightly different with web browsers other than Firefox or from mobile devices, but the same options should be present.   On a desktop or laptop, if the browser window is not wide enough, the icons on the right of the Cox menu bar (which includes the settings gearwheel) may not be visible.

Email providers other than Cox may have better options for selectively insuring that all email from BentonCountyARDems@gmail.com is not falsely marked as spam.