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## Spam Email FAQs

Tamika C - 2017-02-13 - Manage Services

### **Why are emails from @asicentral.com being automatically moved into my trash or spam folders?**

When messages are sent from ASI to you, chances are you aren't the only one receiving that email!

A lot of email providers have built in keywords, or filters that pre-determine what gets filtered into a spam or trash folder. Emails that get sent to multiple addresses and/or are sent with nearly identical subject lines or content might get filtered as [spam](#) or junk mail.

### **How do I mark emails that come from ASI as safe, or non-spam emails?**

An easy way to ensure that you continue or start receiving your emails and/or subscriptions, we recommend that you add the email address or domain to your list of safe senders.

Most email providers have a section in the mail settings or controls that will direct you to Spam options.

Below are a few email provider links and instructions on how to remove @asicentral.com from becoming spam.

[AOL](#)

[Comcast](#)

[Verizon](#)

[GMail](#)

[Outlook 2003/2007](#)

[Other email providers](#)

If you don't see your email provider on this list, please contact ASI for additional information.