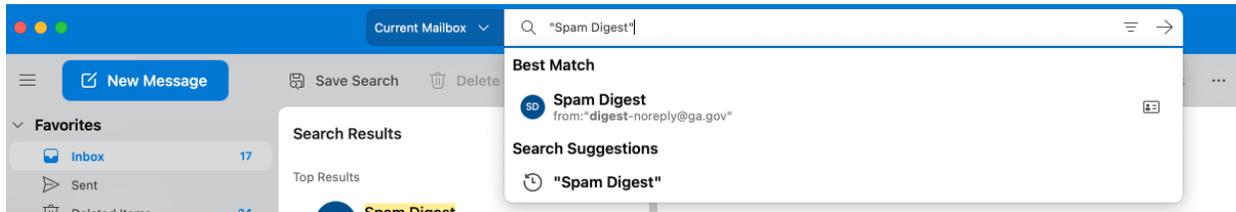


How to check your "Spam Folder" for NextGen emails

Follow the below tips if you should have received an email from NextGen and did not receive it.

1. In your Outlook inbox, navigate to the date you should have received a communication from NextGen and look for an email titled "Spam Digest." If you are not aware of the date of the communication, search your inbox for "Spam Digest."



2. Locate the "Spam Digest" email that lists NextGen as a recent sender. Click the link "Release and Allow Sender". Once you have selected this link, the email will be released to your regular inbox under the date the communication was sent. In the example below, you would need to scroll to emails sent on Oct. 20 to find the communication. Once you have selected "Release and Allow Sender," NextGen emails will be delivered to your regular Outlook inbox.

End User Digest: 1 New Message



 **Spam Digest** <digest-noreply@ga.gov>
To:  Smith, John

Thursday, October 20, 2022 at 6:25 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

proofpoint.

End User Digest: 1 New Message
For John Smith john.smith@ga.gov

The messages in your personal Digest represent emails that have been filtered and sorted into different categories, giving you an opportunity to take action on them. Click the link in the Subject column to view the message.

[Request New End User Digest](#) [Request Safe/Blocked Senders List](#) [Manage My Account](#)

The emails listed in this section have been placed in your personal Quarantine. Click Release to deliver the email to your inbox. To continue to receive future emails from the sender, click Allow Sender.

Spam - Quarantined			
From	Subject	Date	Action
nextgen@sao.ga.gov	Survey: Tell us what you think about NextGen	2022-10-20 09:07:54	Release Release and Allow Sender Block Sender

For more information contact your System Administrator.