

# Troubleshooting

## Q. How do I check the spam filter settings for my email account?

A. In order to check the current filter settings for your @gol.com email account, please login to the [Members Station](#). Once you have logged in, click on the option "Advanced SPAM Filter/Virus Settings" in the left hand side menu. You should now be able to see the current spam filter settings for your account here.

Please make sure the option "Filter Spam Mail" has been checked and then check the boxes in "Language Filters", "Local Black Lists" and "Realtime Black Lists". You can then save these changes at the bottom of the screen by clicking on the "Update Spam/Virus Filter Settings".

Please note, if you expect to receive email in Chinese, Korean or Russian or from these locations, please do not add the corresponding language filter.

If you are using the "Advanced SPAM Filtering Service" or "Virus Filter" service as well, you will have additional options on this screen. We recommend setting the "Spam Assassin Filtering Level" setting to level 7 by default and checking the options "Greylisting", "SES" and "Virus Filter".

If you are not currently using the "Advanced SPAM Filtering Service" or "Virus Filter" service, you can apply for one or both of these services in the Members Station. The charge for each service is 100yen per month excluding tax and once you have applied for it, you should be able to access the additional settings within an hour.

If you have any questions about spam/virus filtering on @gol.com accounts, please do not hesitate to [contact us](#)

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Author: Support

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