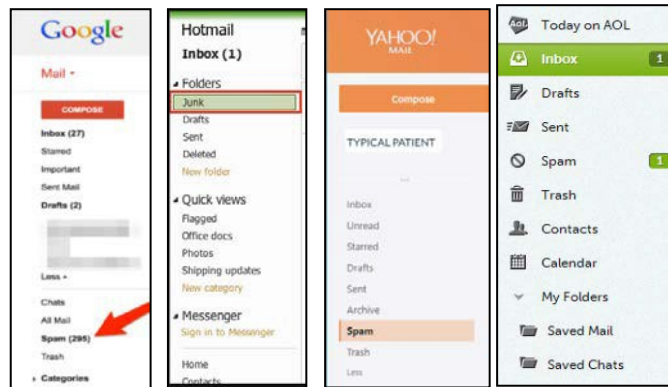# Understanding the Registry
Locating email in Junk/Spam – Adding a safe-sender

Many email services make their filters very strict and emails coming from the Medical Marijuana Use Registry can be marked as spam or junk mail. Most emails will arrive directly to the inbox. However, if they do not please check your junk/spam folder.

Step 1: Open your email.

Step 2: Locate the Junk/Spam folder. This folder usually appears on the left side of the screen of the email service you use. For example:

If you are accessing your email from another device you may need to locate your folder list from a drop-down menu.

Step 3: Click the folder titled Junk or Spam to view the emails that are sorted into it.

Step 4: Click the email from MedicalMarijuanaUse@flhealth.gov to open the email.

If the email was not in your spam/junk folder, you may need to add our email address to your Safe-Sender or White List.

The attached link will help you to add MedicalMarijuanaUse@flhealth.gov to your safe-senders list.

For instructions on adding us to your Hotmail/Outlook safe-senders list, click here.