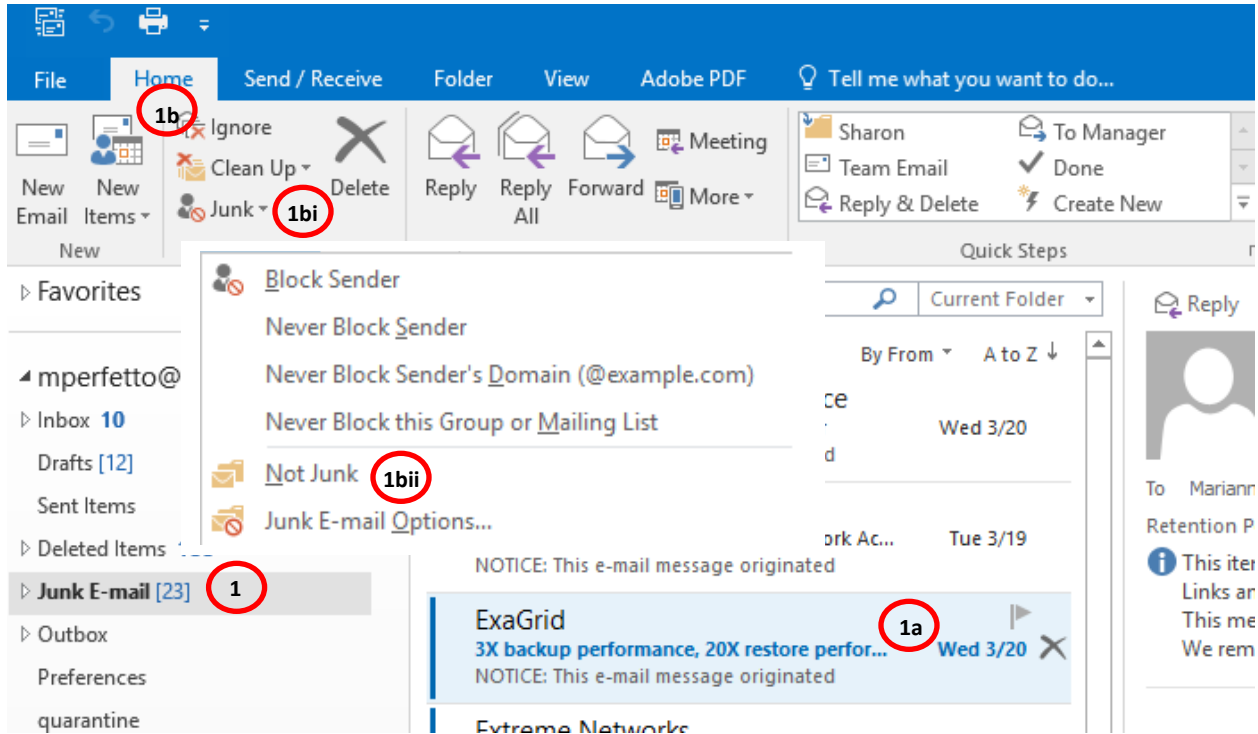


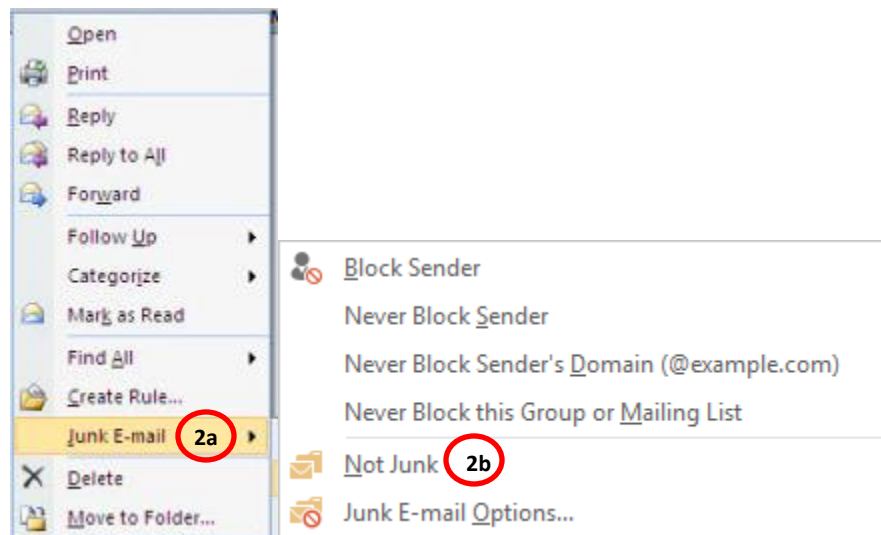
Managing Your Outlook Junk Mail Folder

Option 1: Mark Spam Mail in the Junk Folder as “Not Junk/Spam”

1. Go into the Junk e-mail folder
 - a. Select the e-mail you want to mark as **NOT** junk
 - b. Go to the **Home** tab
 - i. Click **Junk**
 - ii. Select **Not Junk** from the dropdown menu

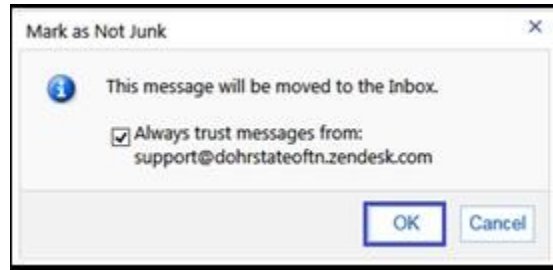


2. You can also **right click** on the e-mail
 - a. Click on the arrow next to **Junk E-mail**
 - b. Click **Not Junk**



Managing Your Outlook Junk Mail Folder

- c. The **Mark as Not Junk** dialog box will appear
- d. Check **Always trust e-mail from “xxx@xxx.xxx”** box
- e. Click **OK**



The email will be moved to your Inbox. From now on, all emails sent from this sender will not be filtered to the Junk e-mail folder.

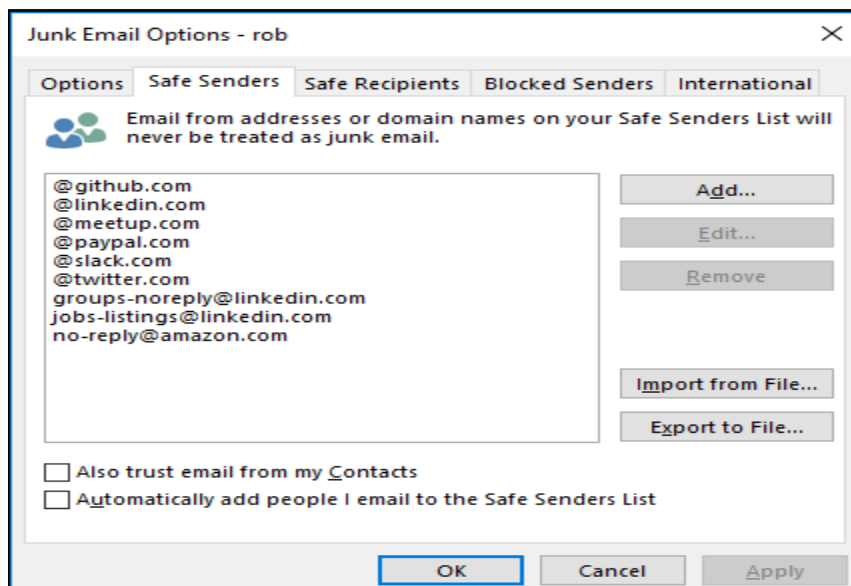
Option 2: Create or Add a Senders E-mail to the Trusted Sender List

You can add an e-mail sender's address to the Safe Senders list to prevent e-mail from going to the Junk folder.

1. Select an e-mail from the Junk folder that you want to add to the Safe Senders list.
2. Right click on the e-mail.
 - a. Select **Junk**
 - b. Select **Never Block Sender**
 - c. A prompt box will pop up to remind you that the sender has been added to the Safe Senders list. Click **OK** and the e-mail address will not be filtered to the Junk folder.

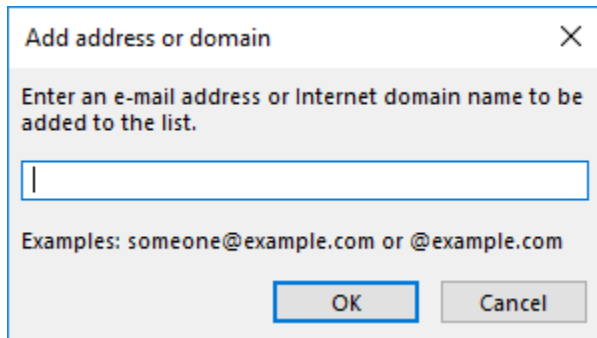
You can always set a trusted/safe sender manually by going to the Junk option in the home tab.

1. Click on **Junk E-mail Options** in the **Home** tab
2. Click on the **Safe Senders** tab



Managing Your Outlook Junk Mail Folder

3. Click on **Add** and enter the e-mail address or domain

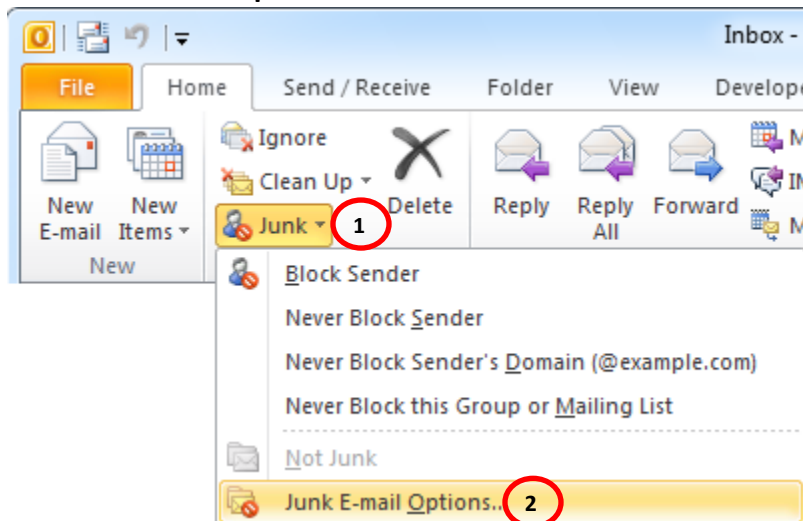


4. Click on **OK**

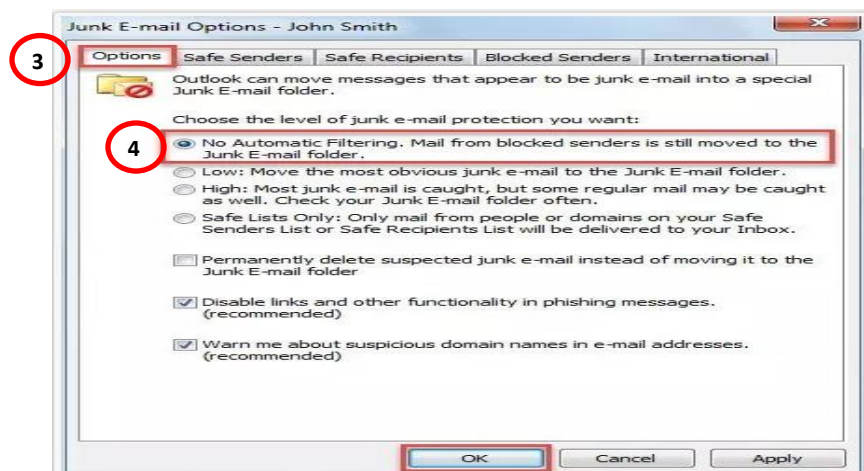
Option 3: Turn Off Automatic Filter

Turning off automatic filter will ensure that all of your emails go in through the inbox before you can delete them or send them to the junk folder.

1. Click **Junk** in the Delete group on the Home tab
2. Click **Junk E-mail Options**



3. In the Junk E-mail Options dialog box, go to the **Options** tab
4. Select **No Automatic Filtering** and click **OK**. Mail from blocked senders is still moved to the Junk E-mail folder.

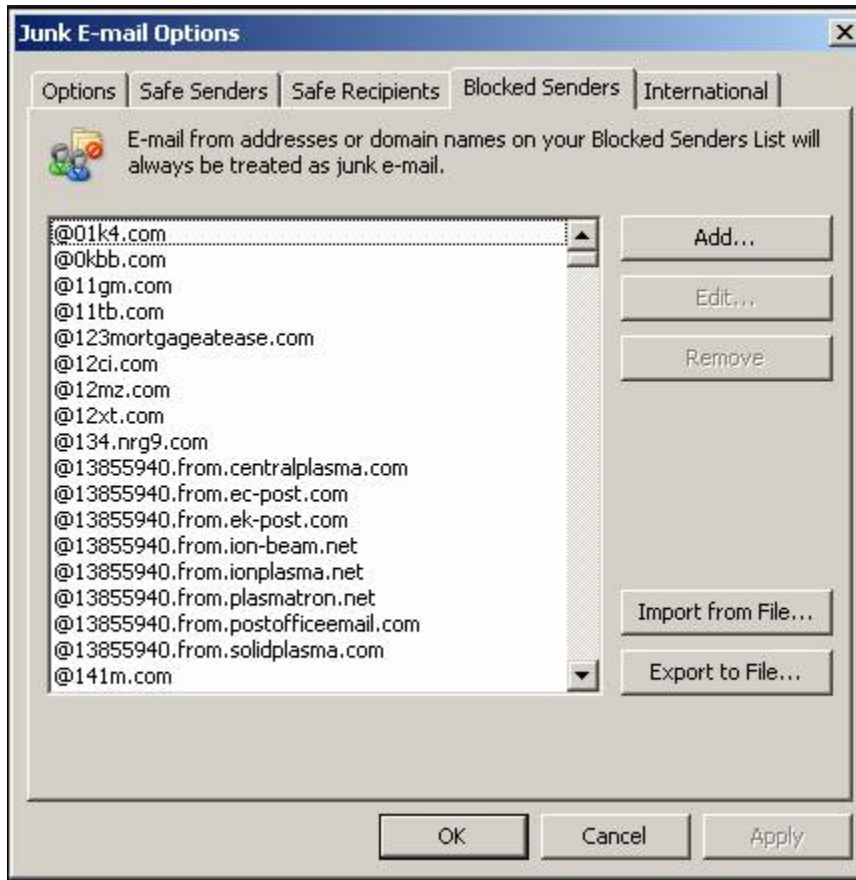


Managing Your Outlook Junk Mail Folder

Now all e-mail messages will be received regularly. However, those e-mails suspected to be spam by the server are still moved to the Junk E-mail folder automatically and not to the Inbox folder. E-mails from blocked e-mail accounts/senders are also sent to the Junk folder.

To clear the blocked senders list, follow the steps below.

1. Click on the **Blocked Senders** tab
2. Select all of the e-mail addresses in the e-mail list box (or those you want to remove from the list), and click the **Remove** button.
3. Click **OK**



Now it will not filter blocked sender e-mails that are sent to you, and all received e-mail messages will be listed in the Inbox folder automatically.