This section explains how you will remove a safe email from your junk email folder.

- 1. Preventing Legitimate Emails from going into the Spam folder
 - a. Go to the junk folder in your mailbox.
 - b. Right click on the email and select Mark as not junk.



c. A pop-up will appear asking to Report as not junk click the "Report" button to ensure that the sender address will not be blocked again in the future.



This section explains how you can report Junk email with the Outlook web application.

- 2. Junk Emails.
 - a. Reporting Junk Emails on the Outlook Web App.
 - i. Click on the three dots to the right of the forward button within the email.



- ii. In the menu that appears, select Security options.
- iii. Classify the email as Junk.

	Forward	
	Other reply actions	>
	Delete	
	Mark as unread	
	Flag	
	Add to Safe senders	
Mark as junk	Security options	>
Mark as phishing	Print	
Block Microsoft Exchange	View	>

- iv. The selected messages will be sent to Microsoft for analysis and:
 - 1. Moved to the Junk Email folder if it was reported as junk.

This section explains how you can add and remove users as Blocked (Blacklist) and Safe (Whitelist) senders.

- 3. Blocked and Safe senders
 - a. Managing Blocked and Safe senders on the Outlook Desktop App
 - i. Click the Home tab at the top left of the screen.
 - ii. Click the Junk drop-down.

unk 🔻			All		VIOI	
Report a	s <u>J</u> unk					
Report a	s <u>P</u> hishing				Ρ.	
Block Se	nder					
Never BI	ock <u>S</u> ende	r			- 1	
Never Bl	ock Sende	r's <u>D</u> omai	in (@ex	ample.com)		
Never Bl	ock this G	roup or M	lailing l	List		
Not Juni	k					
Junk E-n	nail <u>Option</u>	ns			2,.	
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	71 22 32	7.171				
	unk • Report a Block Se Never Bl Never Bl Never Bl Never Bl Never Bl Never Bl Junk E-n Junk Rep	Report as Junk Report as Dhishing Block Sender Never Block Sender Never Block Sende Never Block this G Not Junk Junk E-mail Optior Junk Reporting Op	Ink Report as Junk Report as Dhishing Block Sender Never Block Sender's Domai Never Block this Group or M Not Junk Junk E-mail Options Junk Reporting Options	unk Peretere Report as Junk Report as Junk Report as Phishing Block Sender Never Block Sender's Domain (@ex Never Block this Group or Mailing I Not Junk Junk E-mail Options Junk Reporting Options	unk • • • All Report as Junk Report as Phishing Block Sender Never Block Sender's Domain (@example.com) Never Block this Group or Mailing List Not Junk Junk E-mail Options Junk Reporting Options	

1. You can add Safe sender, or recipients and Block sender by email address and domain name.



iv. Click OK.

- b. Managing Blocked and Safe senders on the Outlook Web App
 - i. Click on the gear icon in the top right corner of the screen.



iii. Click Mail icon under Your app settings.



iv. Under the Junk email setting, add and remove user to the Block and Safe sender list.

Layout	Junk email		×
Compose and reply Attachments Rules	Blocked senders and domai	ns domains to my Junk Email folder.	,
Sweep			J
Junk email		This list is empty.	
Customize actions			
Sync email			
Message handling			
Forwarding			
Automatic replies Retention policies	Safe senders and domains Don't move email from these send	ers to my Junk Email folder.	
S/MIME Groups		✓ Search list]

v. In the Block or Allow main screen, in the reporting section. You can select the Ask, Automatically, or never send reports to Microsoft for your junk emails.

Reporting
Reporting junk email to Microsoft helps improve the accuracy of the junk email filter.
When messages are marked as junk:
Ask me before sending a report
Automatically send reports
O Never send reports