Has it ever happened that you expect to receive an exceedingly important email but it never shows up? Sometimes, emails from legitimate senders can be mistakenly marked as junk by outlook, thereby moving it away from sight to the junk folder. This newsletter will guide you through the process of separating legitimate emails and senders from spam and spammers.
Outlook Web App

1. Login to your Office365 account

This can be done from mail.siu.edu
2. Select Settings ⚙ → Options
2. Select Mail → Accounts → Block or Allow

Add the senders to the relevant lists and then click on Save at the top of the screen.

A more detailed description of the settings is given on the next page.
## Junk Email Settings

<table>
<thead>
<tr>
<th>Settings</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t move email to my Junk Email folder</td>
<td>Select this option if you want to turn off junk email filtering. If you select this, you won’t be able to use any of the other options on this page. Selecting this option doesn’t turn off the junk email filtering that’s been set by your administrator.</td>
</tr>
<tr>
<td>Automatically filter junk email</td>
<td>Select this option if you want to use junk email filtering. This filter is in addition to the junk email filter that’s been set by your administrator.</td>
</tr>
<tr>
<td>Safe Senders and Recipients</td>
<td>Safe senders and recipients are domains and people you don’t want diverted to your Junk Email folder. Add senders you trust and recipients that you don’t want to block to this list.</td>
</tr>
<tr>
<td>Trust email from my contacts</td>
<td>If you select this check box, email from any address in your contacts folders will be treated as safe.</td>
</tr>
<tr>
<td>Blocked Senders</td>
<td>Blocked senders are domains and people you don’t want to receive email messages from. Messages received from any email address or domain in your blocked senders list are sent directly to your Junk Email folder.</td>
</tr>
<tr>
<td>Don’t trust email unless it comes from someone in my Safe Senders and Recipients list or local senders</td>
<td>In addition to Safe Senders and Recipients and Blocked Senders, you can use this setting to treat all email as junk unless it comes from someone included in your Safe Senders and Recipients list or from senders in your organization’s address book.</td>
</tr>
</tbody>
</table>
Safe Senders and Recipients

- *Safe senders are domains and people you always want to receive email messages from.*
- *Safe recipients are recipients that you don’t want to block, usually groups that you’re a member of.*

Messages received from any email address or domain in your safe senders and recipients list are never sent to your Junk Email folder. However, they may be blocked before they reach your mailbox by junk email filtering settings on the server that hosts your mailbox.

Adding a Safe Sender or Domain

1. Follow steps from pages 2 to 4.
2. Click on the + on the right side of the Safe Senders text box.
3. Enter email address of safe sender.
Blocked Senders and Domains

Blocked senders are domains and people you don't want to receive email messages from. Messages received from any email address or domain listed in your blocked senders list are sent directly to your Junk Email folder.
Adding a Blocked Sender or Domain

1. Follow steps from pages 2 to 4.
2. Click on the on the right side of the Blocked Senders text box.
3. Enter email address of blocked sender.

What else do I need to know?

1. If you're a member of an email group and receive messages sent to the group address in your mailbox, you may want to add the group address to your safe senders and recipients list.

2. There may be junk email filters on the server that hosts your mailbox that will screen messages before they reach your mailbox. Even if the sender or recipient of a message is in your safe senders and recipients list, it may be filtered out by the server before it reaches your mailbox.