Junk Email

There is a junk email folder in Outlook which is designed to be a place for email that Outlook recognizes as spam. Junk email settings are set as LOW by default. This is effective in catching the most obvious junk email.

Check Your Settings

Click on Tools-Options. Click on the Junk Email button.

On the Options tab -
The normal default is Low. However, this sometimes allows too much junk email into your inbox. Try other settings.

Example: Safe Lists works well at allowing items from people you normally email to reach your Inbox.

It is recommended you do not checkmark this box!
Safe Senders Tab

The next tab is where safe senders are recorded. This would be people you email who are not part of the Global address book or your Contacts.

➢ Click on the Safe Senders tab.

These addresses are blurred for confidentiality purposes.

It is recommended you place checkmarks in both of these boxes.
Safe Recipients or Blocking Senders
You may use the next two tabs to indicate “Safe Recipients” or “Block Recipients” should you need to block email from someone.

Manually add someone to the Safe Sender List, or Blocked Senders List
- Right mouse click on an item in your Inbox.
- Choose Junk E-mail – Choose appropriate line item to add to safe or blocked lists.
- A message will appear notifying you of the action.

Good email going into your junk email folder?
If so, follow these steps:
- Right mouse click on the item in your junk e-mail folder that is a good e-mail.
- Choose Junk E-mail – Mark as Not Junk.
- By applying that setting, that e-mail item will be moved into your Inbox and be added to your Safe Recipients list.
- The message will appear notifying you of that action.

Still having problems?
If you still have problems after going through the above steps, you may want to check any Rules you have applied.
- Click on Tools.
- Click on Rules and Alerts.