

# Help with Junk Mail

April 2015

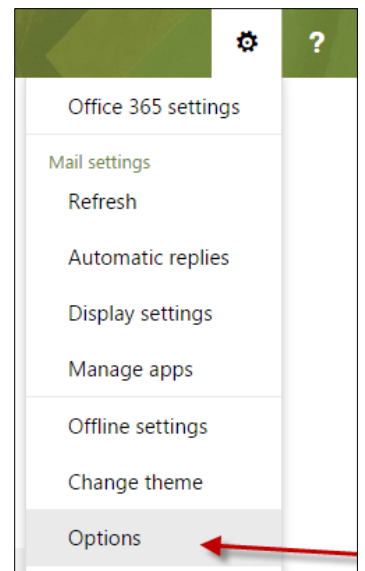
## Table of Contents

|   |   |
|---|---|
| Setting a "Safe Sender" rule through the Office 365/Windows Live (Students) ..... | 1 |
| Setting a "Safe Sender" rule in Outlook 2013 (Employees) .....                    | 2 |
| Setting a "Safe Sender" rule in Outlook Web Access (Employees) .....              | 2 |

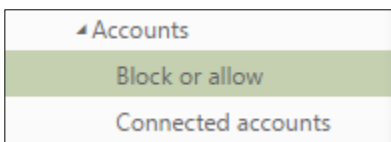
Some emails from campus, particularly messages from Desire2Learn or WebAdvisor may end up in the "Junk Mail" folder of a student's Mounties email account. Additionally, sometimes email from a student's "Mounties" account may find its way in the "Junk Mail" folder in an employee's Outlook or OWA. Below are simple instructions on how to make sure that campus mail ends up in your inbox, and not the "Junk Mail" folder.

## Setting a "Safe Sender" rule through the Office 365/Windows Live (Students)

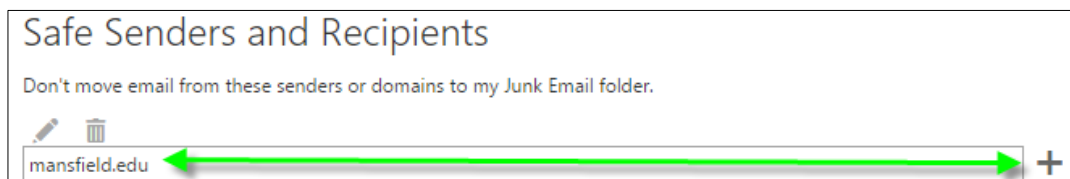
Login to Office 365/Windows Live and click on the Settings menu in the upper right corner. Click on "Options".



Select "Block or Allow" from the list on the left side.



Under the Safe Senders and Recipients section, type "mansfield.edu" in the text box and click the Plus Sign to add it.

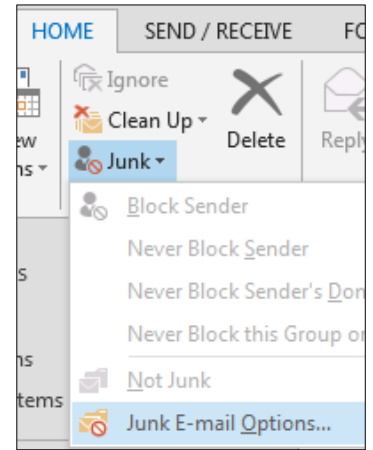


Click Save at the top and you're done.

## Setting a "Safe Sender" rule in Outlook 2013 (Employees)

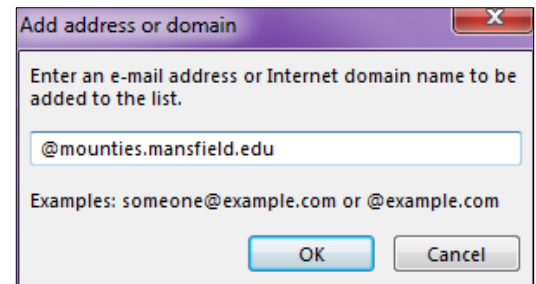
Select "Junk" the "Junk E-mail Options" from the "Home" tab on the Outlook toolbar.

Click on the "Safe Senders" tab and click on "Add"



In the "Add address or domain" window, enter "@mounties.mansfield.edu". You do not need to "@mansfield.edu".

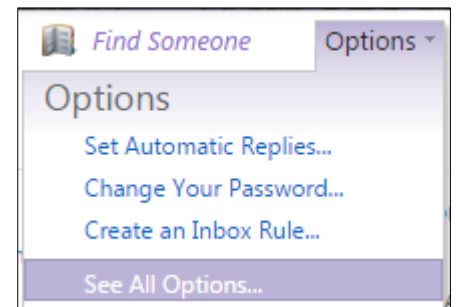
Click OK.



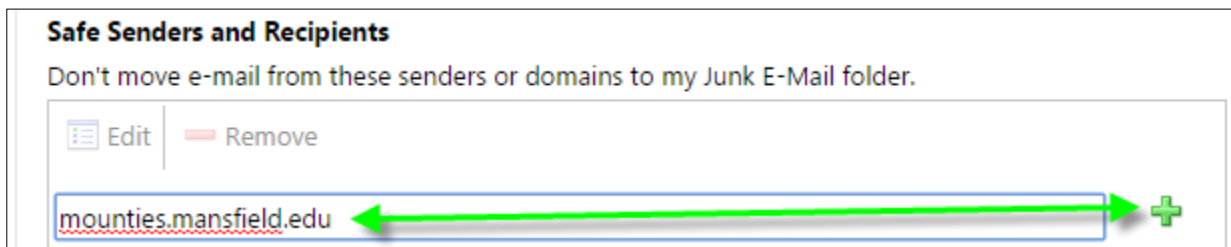
## Setting a "Safe Sender" rule in Outlook Web Access (Employees)

Log in to OWA, and select "Options" then "See All Options" on the upper right menu bar.

On the Options screen, select "Block or Allow" in the left hand side list.



Under "Safe Senders and Recipients", enter "mounties.mansfield.edu" then click the Plus Sign to add it.



Click Save at the bottom and you're done.