JUNK E-MAIL

The Outlook Junk E-mail filter defaults to **Low**.

Some users are finding that some email they wish to receive are ending up in their Junk E-mail folder.

To turn off your filter:

1. In **Mail**, Home tab, in the Delete group, select the **Junk** down arrow. A drop down menu appears.
2. Select **Junk E-mail Options**. The Junk E-mail Options window opens.
3. Select **No Automatic Filtering**.

To un-junk an email:

1. In the Navigation pane, open the **Junk E-mail** folder.
2. Select/highlight the email you wish to un-junk and move to your inbox.
3. **Left click and drag to Inbox**.
   Or,
4. a. Highlight the individual email, then in the Delete group, select the **Junk down arrow**.
   b. Select **Not Junk**.
   c. The **Mark as Not Junk** window opens.
   d. Choose options by check marking your choice.
   e. Select **OK**.

Further Junk down arrow selections:

Block Sender
Never Block Sender
Never Block sender's domain (@example.com)
Never Block this group or mailing list

In the Junk E-mail Options window, explore the various tabs:

Options
Safe Senders
Safe recipients
Blocked Senders
International