**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.
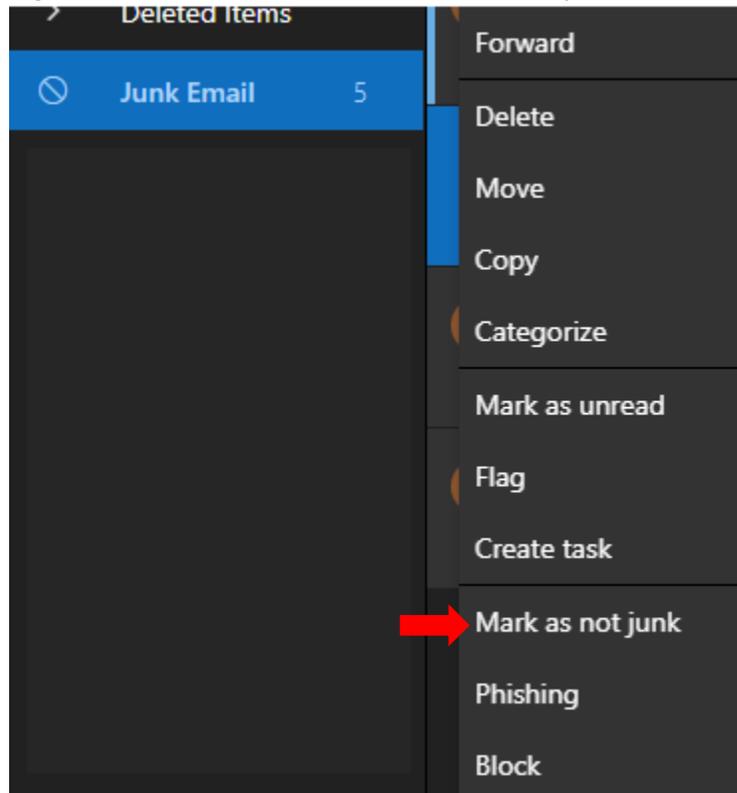


   c. A pop-up will appear asking to Report as not junk click the "Report" button to ensure that the sender address will not be blocked again in the future.
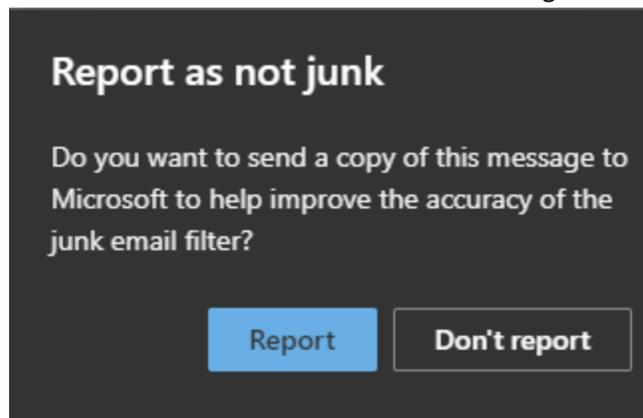
**This section explains how you can report Junk email with the Outlook web application.**

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.
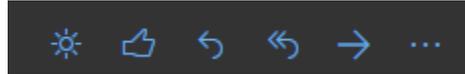
      

      ii. In the menu that appears, select Security options.
      iii. Classify the email as Junk.
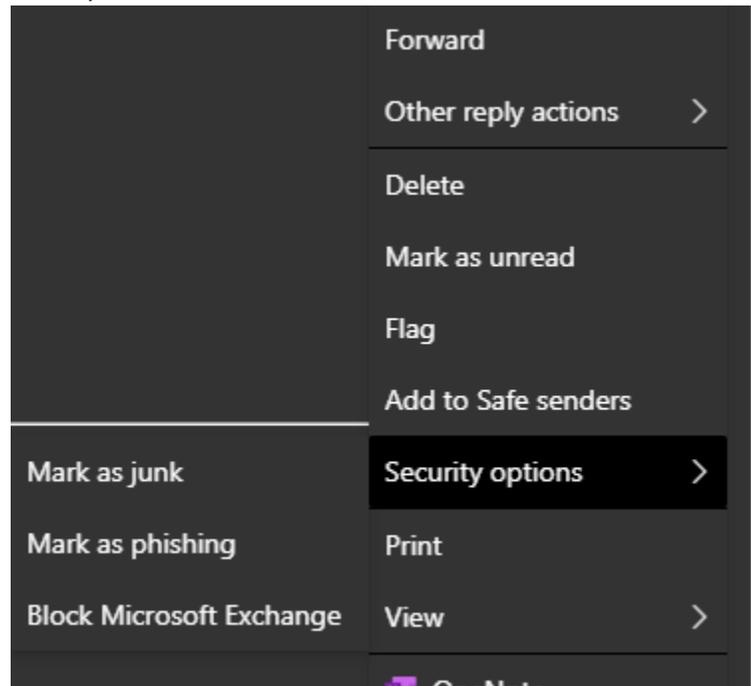
      

      iv. The selected messages will be sent to Microsoft for analysis and:
         1. Moved to the Junk Email folder if it was reported as junk.

**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.
      iii. Choose Junk E-mail Options.
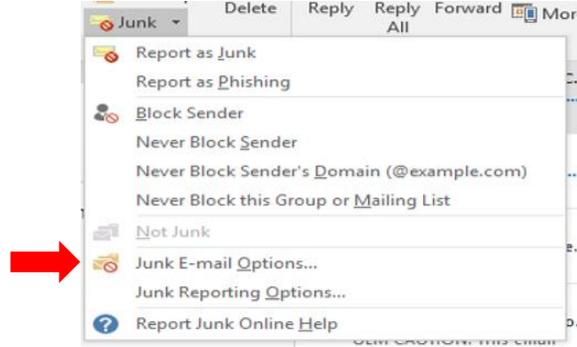


         1. You can add Safe sender, or recipients and Block sender by email address and domain name.
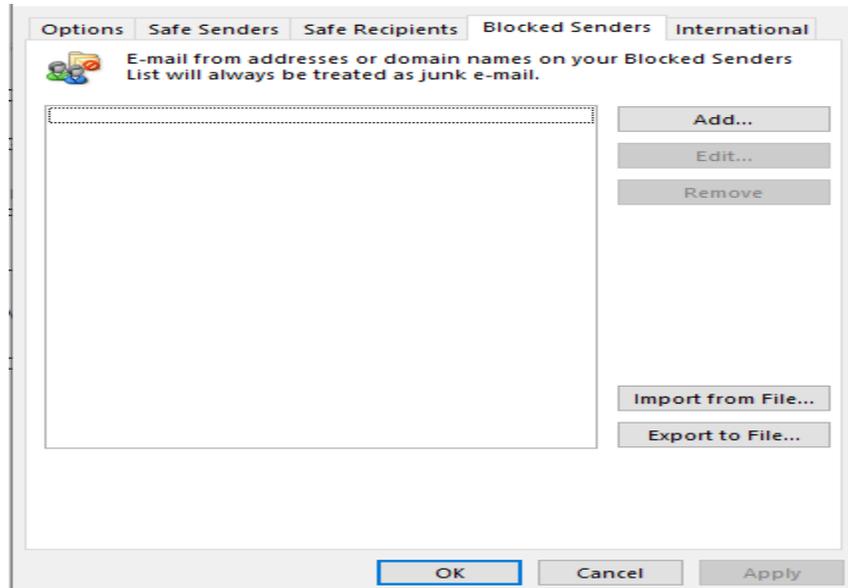


      iv. Click OK.

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.



    ii.  Click View all Outlook settings
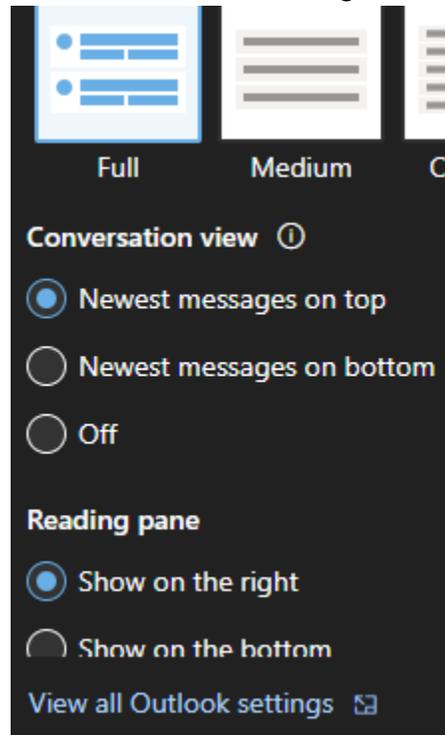
iii. Click Mail icon under Your app settings.
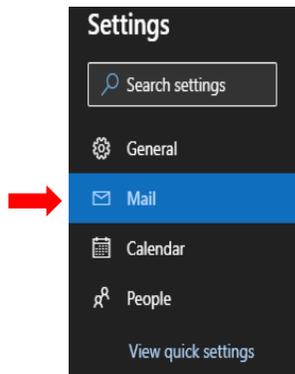


iv. Under the Junk email setting, add and remove user to the Block and Safe sender list.
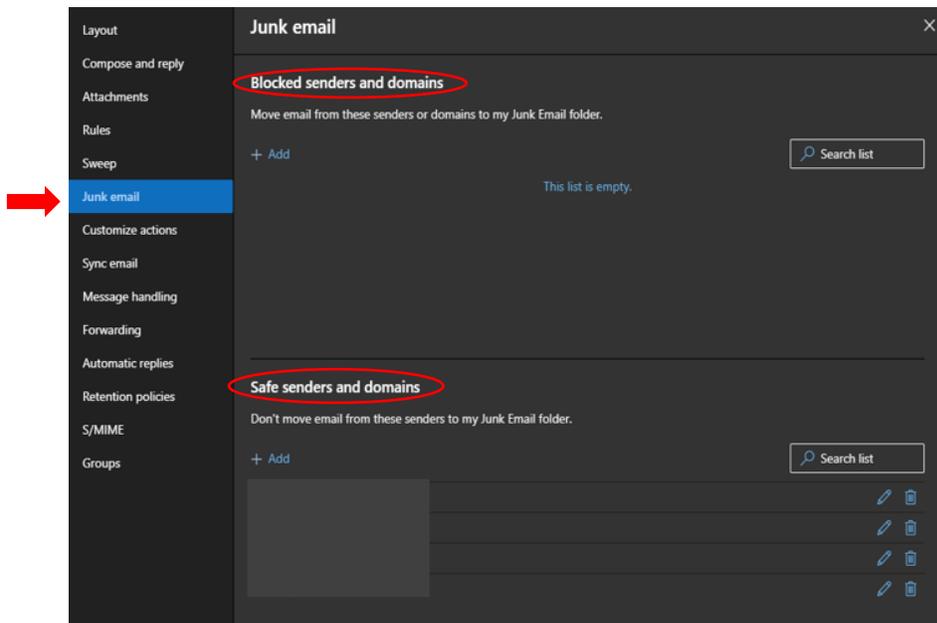


v. In the Block or Allow main screen, in the reporting section. You can select the Ask, Automatically, or never send reports to Microsoft for your junk emails.