

Managing Quarantined Email

Overview: This job aid will provide instructions on managing quarantined email/spam messages delivered to the existing **Junk** folder in your Outlook email list.

Quarantined emails/spam messages are delivered directly to the existing **Junk folder** found in your Outlook email list. Employees should routinely review the contents of the Junk folder to manage the desired destination and safe senders/blocked senders lists.

Managing the Junk Folder In Outlook Desktop

- 1. Go to the **Junk** folder located on the left navigation pane within your Outlook email client.
- 2. Select the email and right click. Select any of the following options to direct the message.





Note: Selecting **Not Junk** allows you to teach the email filter on your desired delivery options. Select the email, right click, and Choose, Not Junk.



Managing the Junk Folder In Outlook Web

1. Go to the Junk Email folder on the left navigation pane in Outlook Web.





2. Select the **Report** drop-down option on the toolbar and choose **Not Junk**.



3. To manage your Safe and Block sender lists, Click on the **Settings** gear in the top right corner.



4. Choose Mail and Junk Email. Then select the Safe or Blocked senders tab.

Settings	Layout	Junk email	×
Search settings Account	Compose and reply Smart suggestions Attachments	Incoming mail handling Select how Outlook should handle new messages that you receive.	
 ☆ General ▲ Mail □ Calendar ↔ People 	Rules Conditional formatting Sweep J Junk email Quick steps Customize actions Sync email Message handling Retention policies Groups	 Standard Mail identified as possible junk will be automatically moved to the Junk Email folder Strict Only senders and domains you've marked safe will be delivered to the Inbox 	
		Security options When reporting phishing or junk, always ask me before sending a report. Trust email from my contacts	
	3	Senders Safe senders and domains H Add safe sender Don't move email from these senders to my Junk Email folder.	Q. Search list



Managing the Junk Folder In Outlook for Mac

- 1. Go to the **Junk** folder located on the left navigation pane within your Outlook email client.
- 2. Select the email and choose **Report**. Select the **Not Junk** option to direct the message.



3. Select **Ok** to Block sender.

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Block sender?					
This message will be deleted and all future messages from the sender will be moved to the Junk Email folder.					
Cancel	ок				

4. To manage your Blocked Senders and Domains, choose **Settings**.





5. Click on the **Junk** folder.

our	tlook Settings					Show All Q Sea	arch
Personal Setting	gs						
	[8]	2	۲		A	ABC	ABC
General	Profiles	Accounts	Notifications & Sounds	Categories	Fonts	AutoCorrect	Spelling & Grammar
Email							
Ŕ		2.	9	6			
Reading	Composing	Signatures	Rules	Junk			
Other							
			0				
Calendar	My Day	Privacy	Search				

6. Add or remove entries as needed.

Junk	Show All Q Bearch
B Omontgomerycolleg	Blocked Senders and Domains Example: abc123@fourthcoffee.com for sender, fourthcoffee.com for domain