**MC** MONTGOMERY COLLEGE

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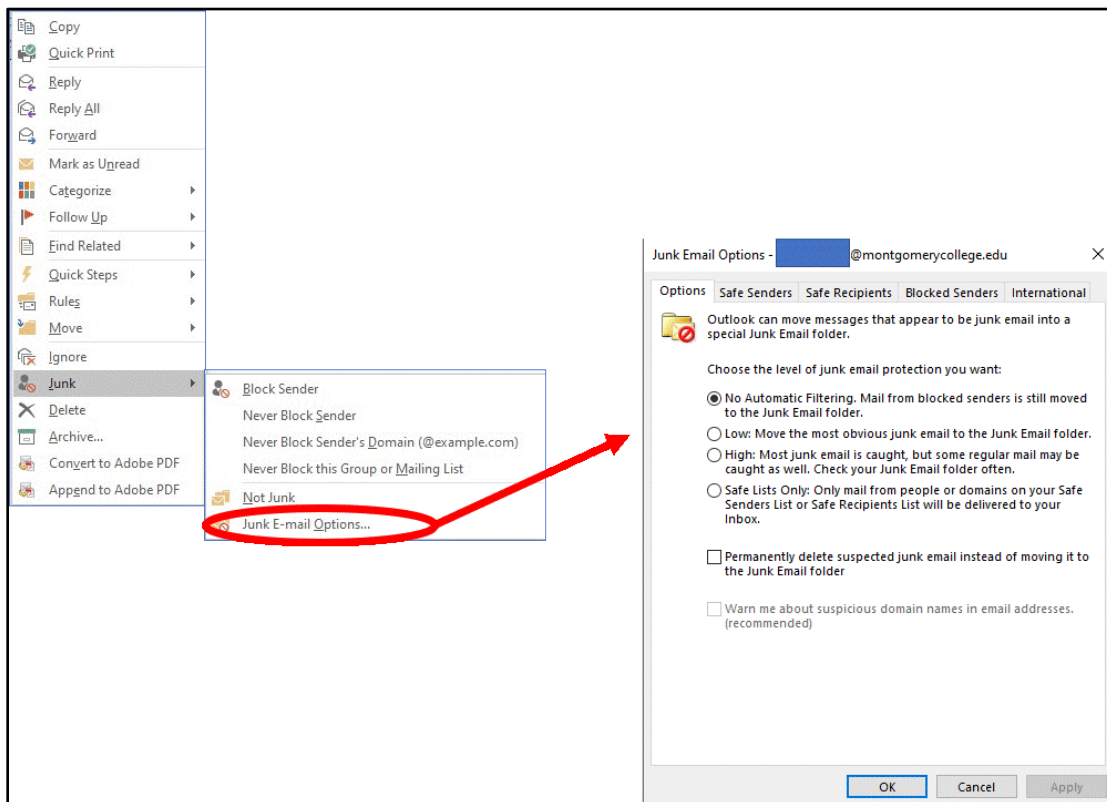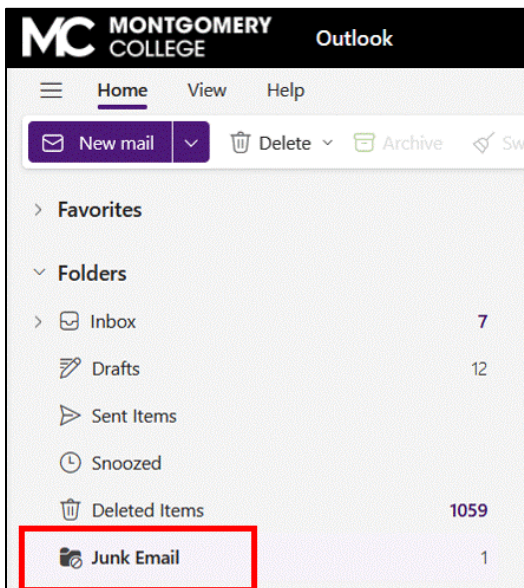
Note: Selecting **Not Junk** allows you to teach the email filter on your desired delivery options. Select the email, right click, and Choose, Not Junk.
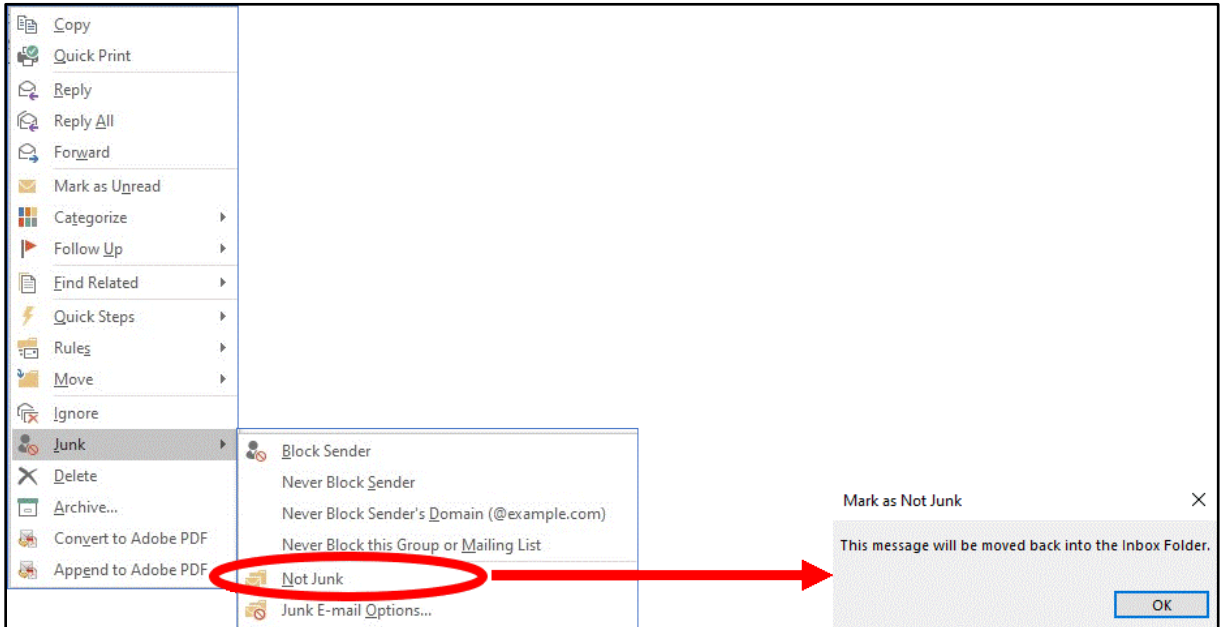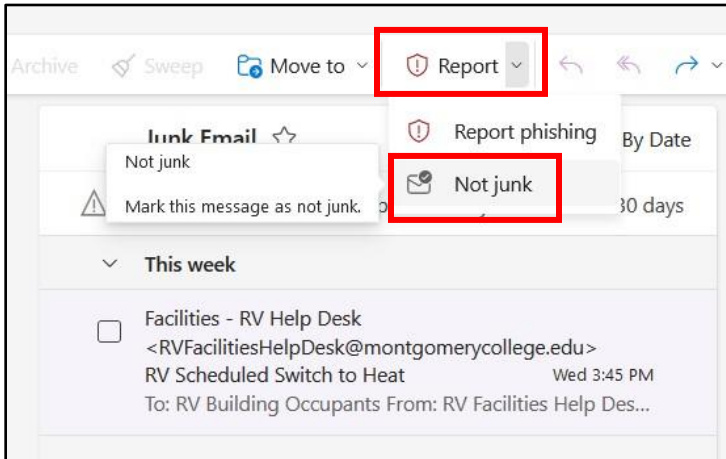

Managing the Junk Folder In Outlook Web

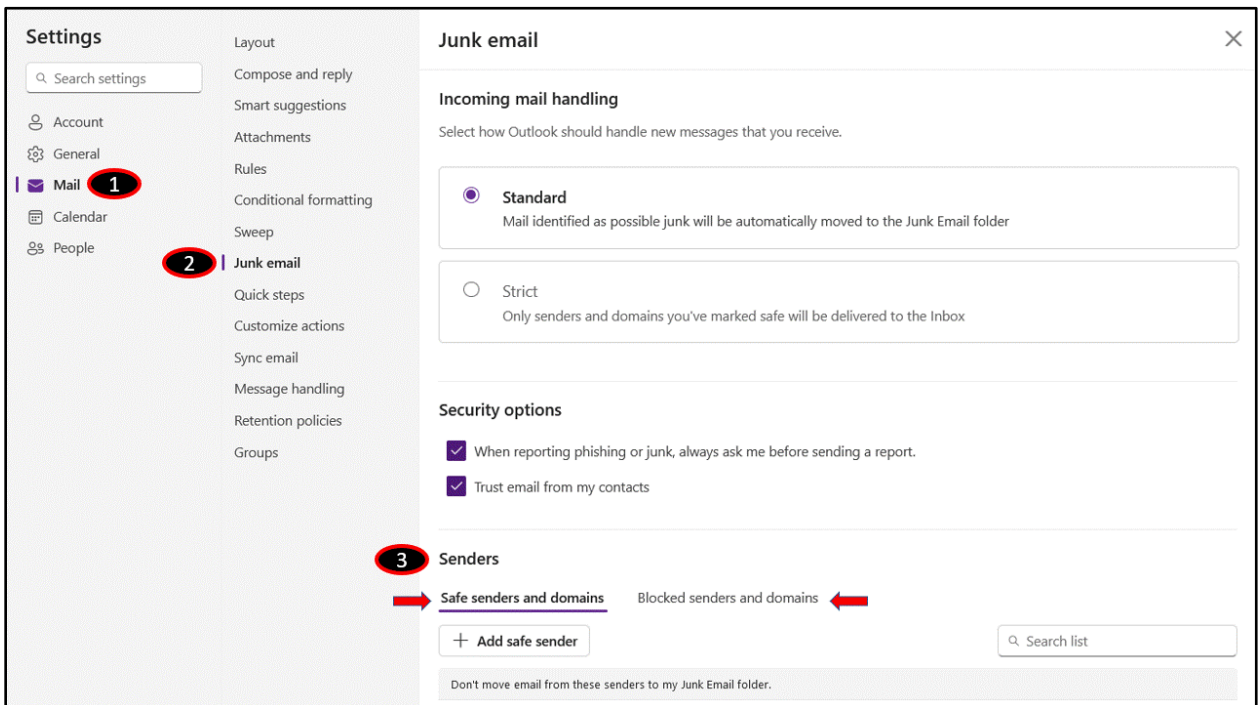1. Go to the **Junk Email** folder on the left navigation pane in Outlook Web.

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.
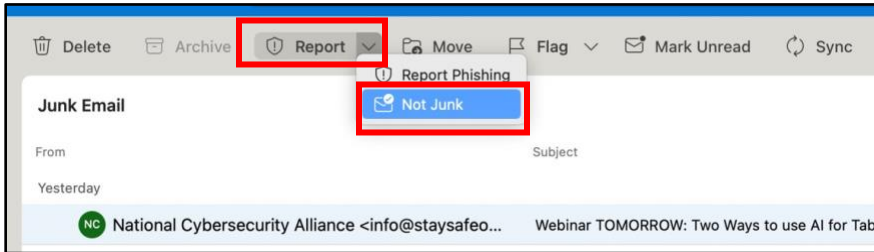

4. Choose **Mail** and **Junk Email**. Then select the **Safe** or **Blocked** senders tab.
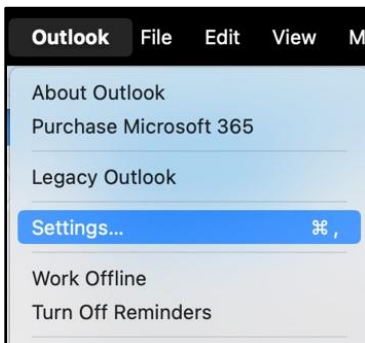
Managing the Junk Folder In Outlook for Mac

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.
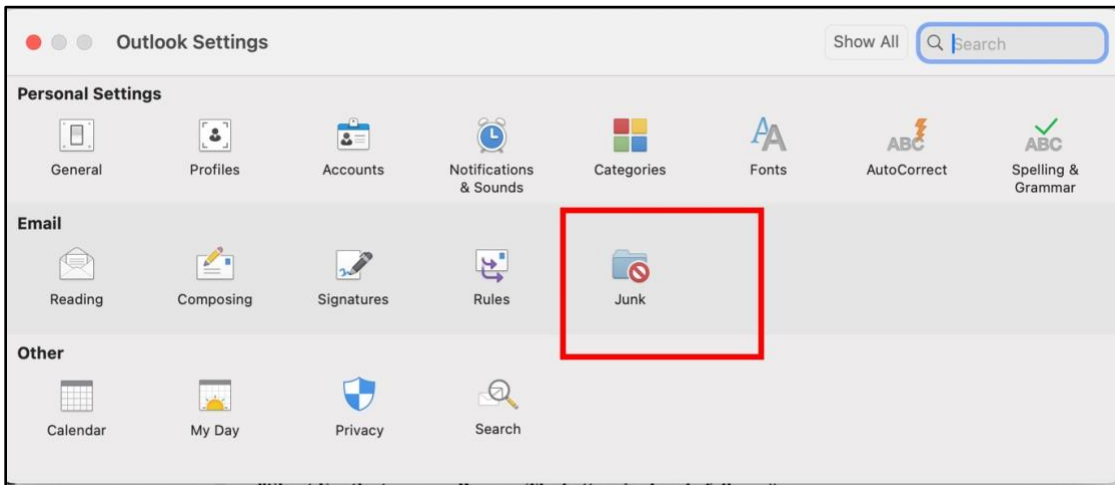

3. Select **Ok** to Block sender.

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

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

6. Add or remove entries as needed.