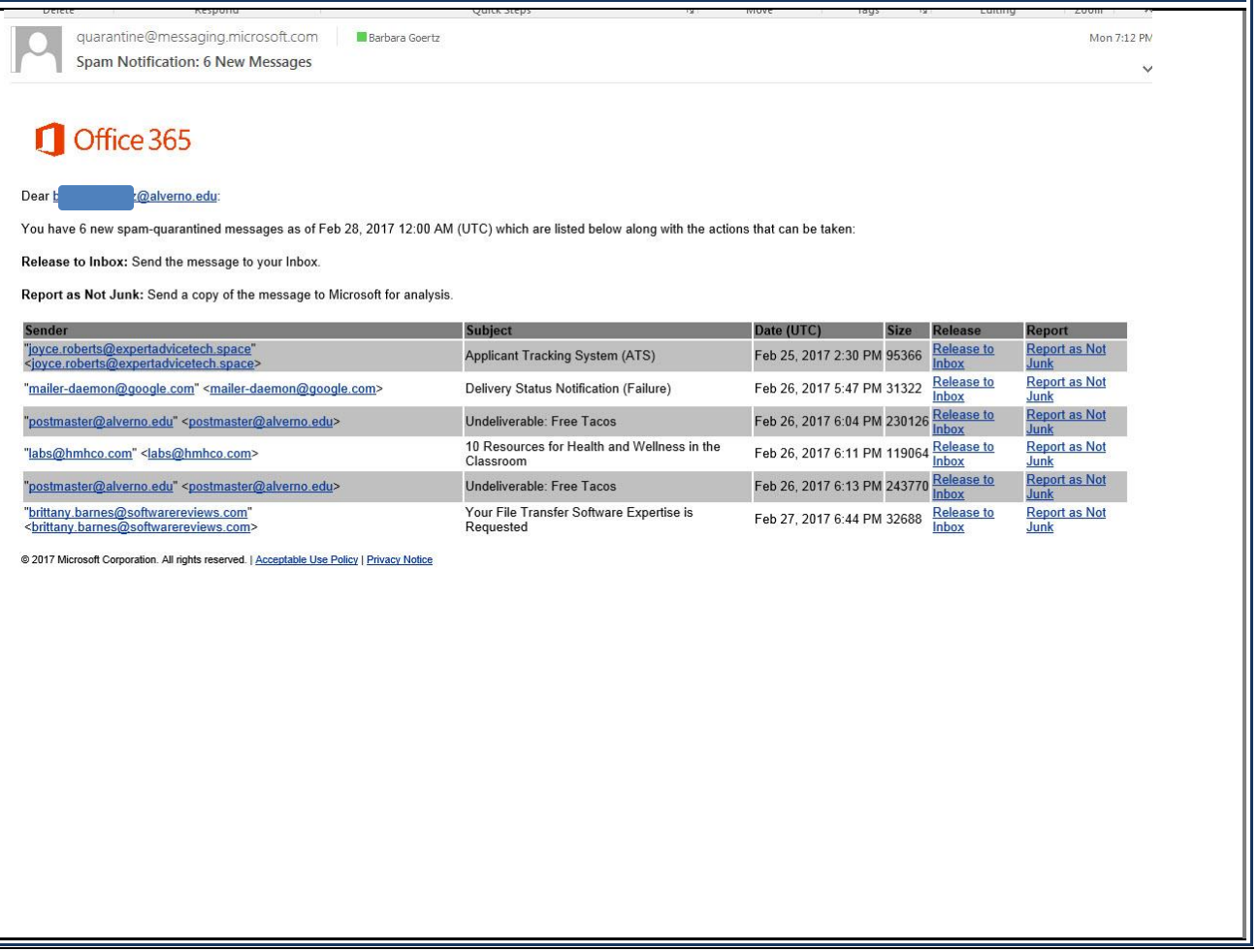
Technology Services
414-382-6700
helpdesk@alverno.edu

Spam Management

Task	Screen Shot
1. **You will receive an email from quarantine@messaging.microsoft.com notifying you that there are email messages that have been quarantined by Microsoft as spam. It is always a good idea to spend a few minutes looking at the email senders to make sure the email is not junk.**	

quarantine@messaging.microsoft.com Barbara Goertz Mon 7:12 PM

Spam Notification: 6 New Messages

Office 365

Dear [redacted]@alverno.edu:

You have 6 new spam-quarantined messages as of Feb 28, 2017 12:00 AM (UTC) which are listed below along with the actions that can be taken:

Release to Inbox: Send the message to your Inbox.

Report as Not Junk: Send a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"joyce.roberts@expertadvicetech.space" <joyce.roberts@expertadvicetech.space>	Applicant Tracking System (ATS)	Feb 25, 2017 2:30 PM	95366	Release to Inbox	Report as Not Junk
"mailer-daemon@google.com" <mailer-daemon@google.com>	Delivery Status Notification (Failure)	Feb 26, 2017 5:47 PM	31322	Release to Inbox	Report as Not Junk
"postmaster@alverno.edu" <postmaster@alverno.edu>	Undeliverable: Free Tacos	Feb 26, 2017 6:04 PM	230126	Release to Inbox	Report as Not Junk
"labs@hmhco.com" <labs@hmhco.com>	10 Resources for Health and Wellness in the Classroom	Feb 26, 2017 6:11 PM	119064	Release to Inbox	Report as Not Junk
"postmaster@alverno.edu" <postmaster@alverno.edu>	Undeliverable: Free Tacos	Feb 26, 2017 6:13 PM	243770	Release to Inbox	Report as Not Junk
"brittany.barnes@softwarereviews.com" <brittany.barnes@softwarereviews.com>	Your File Transfer Software Expertise is Requested	Feb 27, 2017 6:44 PM	32688	Release to Inbox	Report as Not Junk

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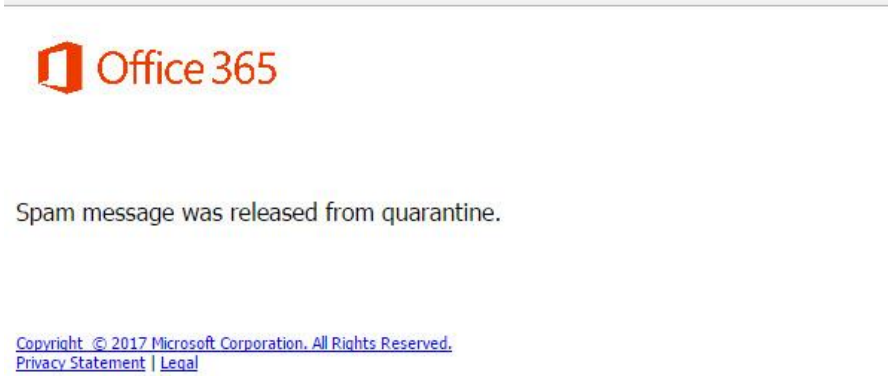
Task	Screen Shot
2. If an email is from a legitimate sender, you will want to go to the right hand side of the table and click on the "Release to Inbox" link.	
3. This will open a new window in a browser and you will see the following message there. This window can be closed and you can return to your Outlook inbox.	

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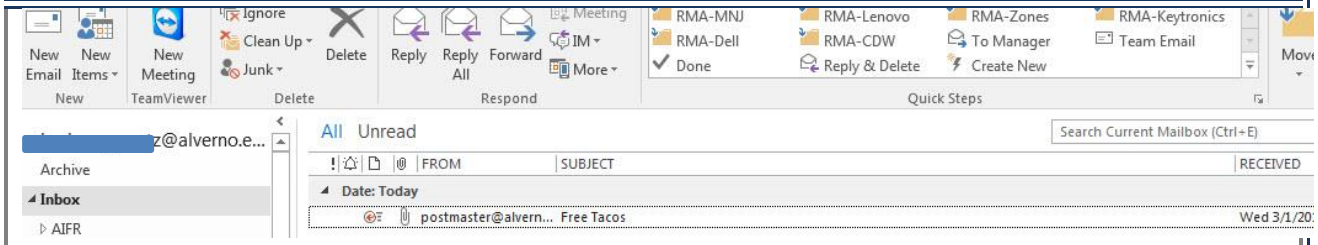
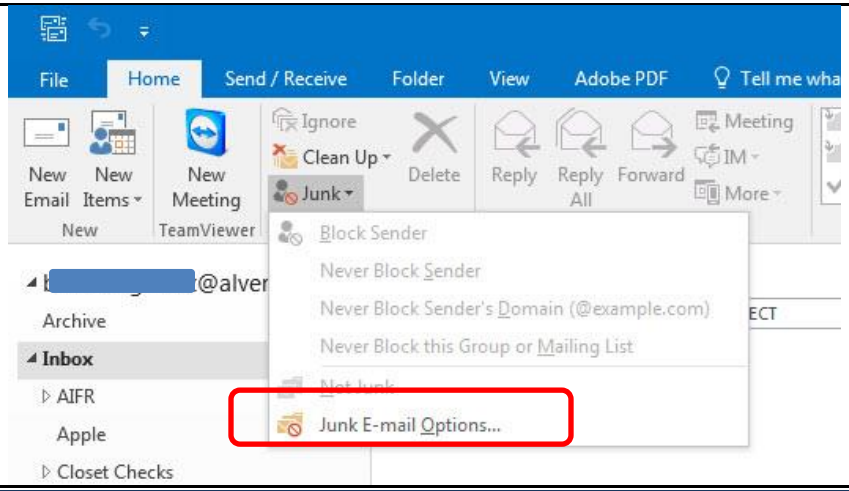
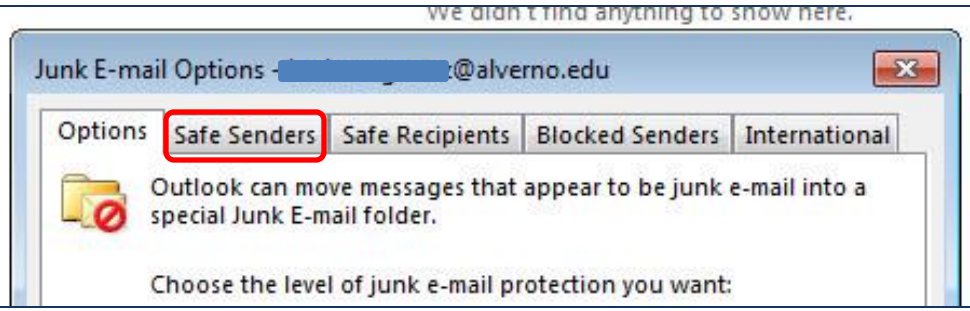
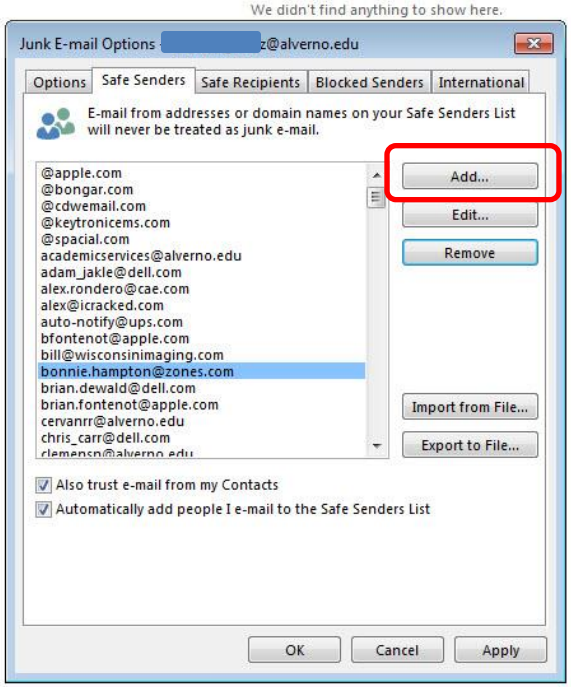
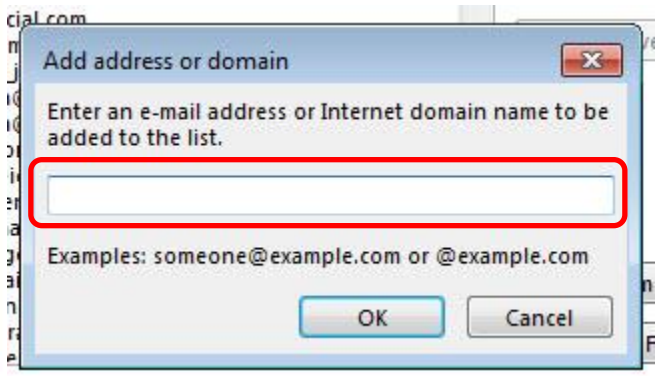
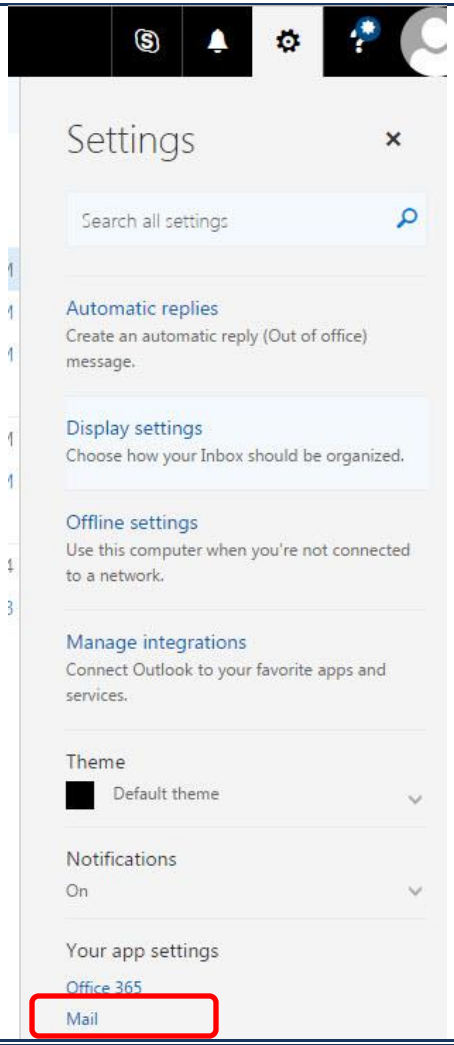
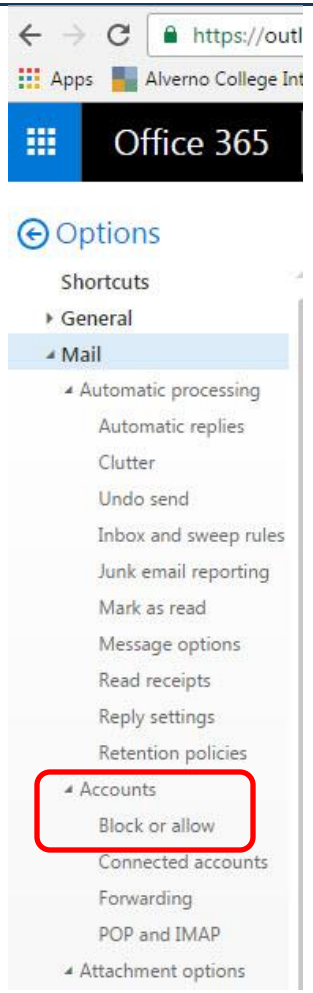
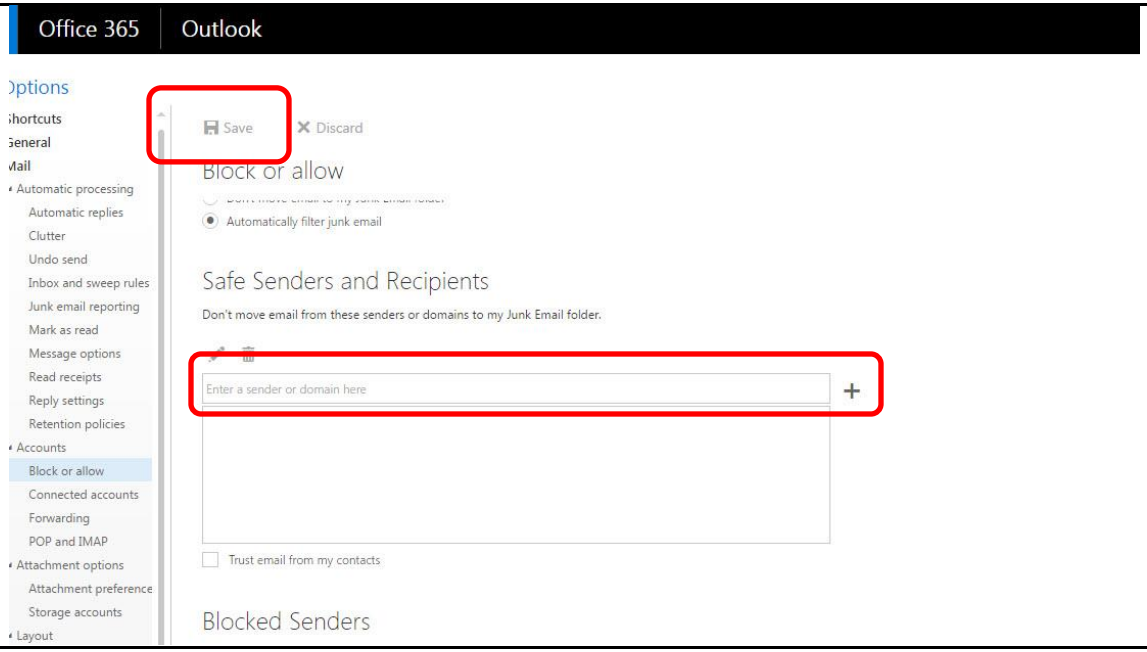
4. The message should now appear in your Inbox, where you can open it and proceed as you normally would. **If you would like to manually tell Outlook which senders are "safe" follow the directions below:** ***Faculty/Staff*** ***Students***	
5. Faculty/Staff: **To avoid emails from this email address ending up in quarantice again, you can add the sender to your "Safe Senders" list. On the Home ribbon you will want to click on the arrow next to "Junk" and choose "Junk E-mail Options…"**	

Task	Screen Shot
6. A new window will open up and you want to click on the "Safe Senders" tab.	
7. Next, you will want to click the "Add…" button. **In the small window that opens next, you can either put the person's complete email address or simply add the @ symbol along with the domain name. For example: @alverno.edu if you want all emails coming from an Alverno email address to be added to Safe Senders. Click OK to add the safe sender and close the window.** **You will be returned to the window on the left. Click on Apply to close this window.**	 

Task	Screen Shot
8. Students: **Click on the gear located in the upper right hand corner of your email inbox. From the drop down menu that appears, you will want to choose "Mail" under Your app settings.** **Now, move to the left hand side of the window and under Options, Mail, Accounts, you should click on "Block or Allow".**	 

Task	Screen Shot
9. This will open the window to the right. Now you can enter the sender's entire email address (e.g. alvernostu@alverno.edu**) or the domain (e.g. @domain) in the area circled and then click on the plus sign next to it. When you have entered the information, you can then click "Save" in the upper portion of the window.**