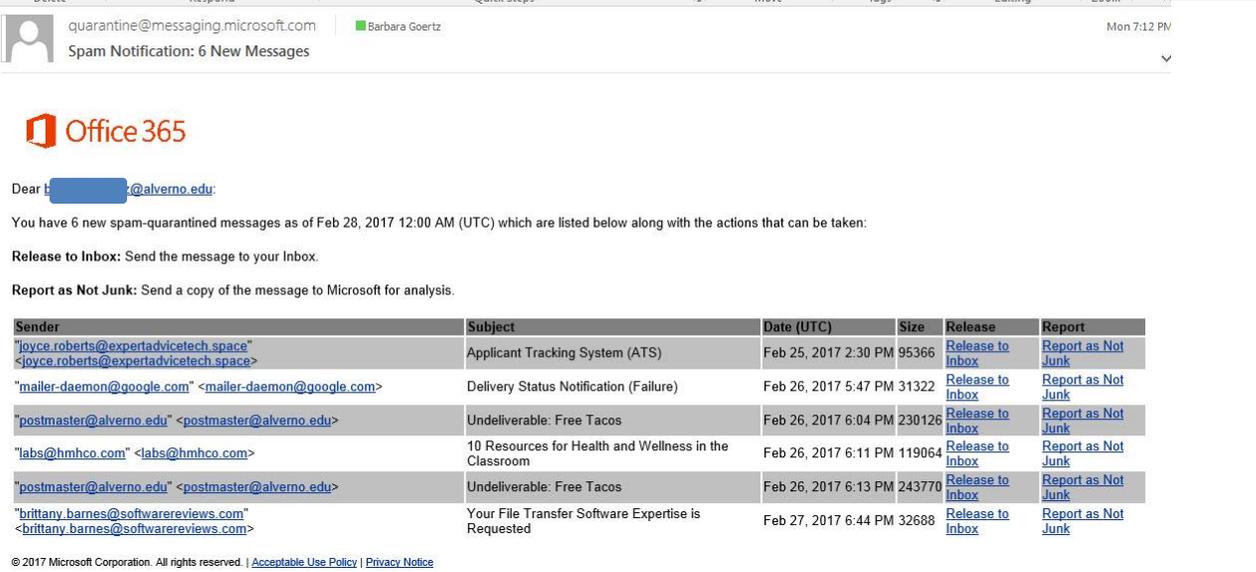
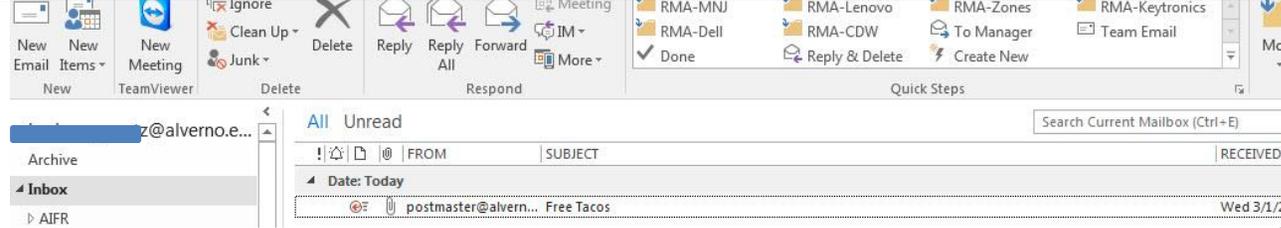
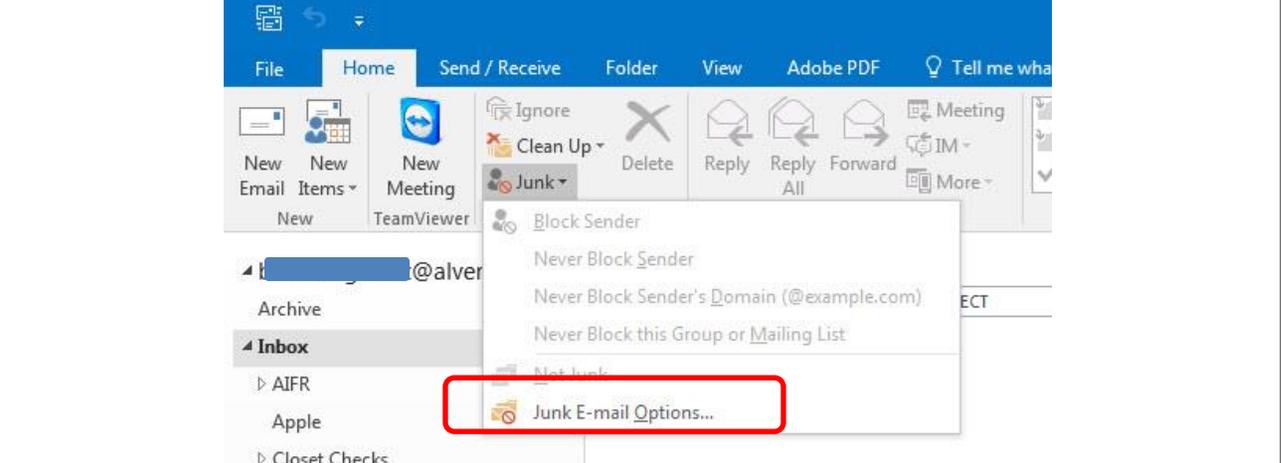
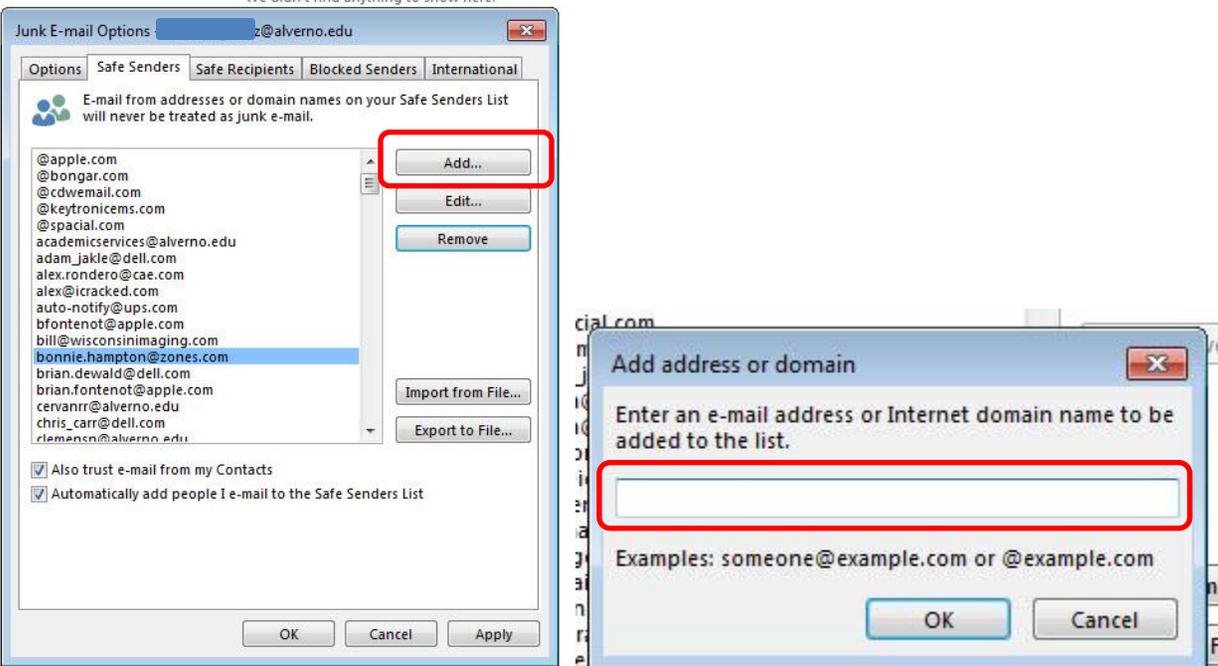


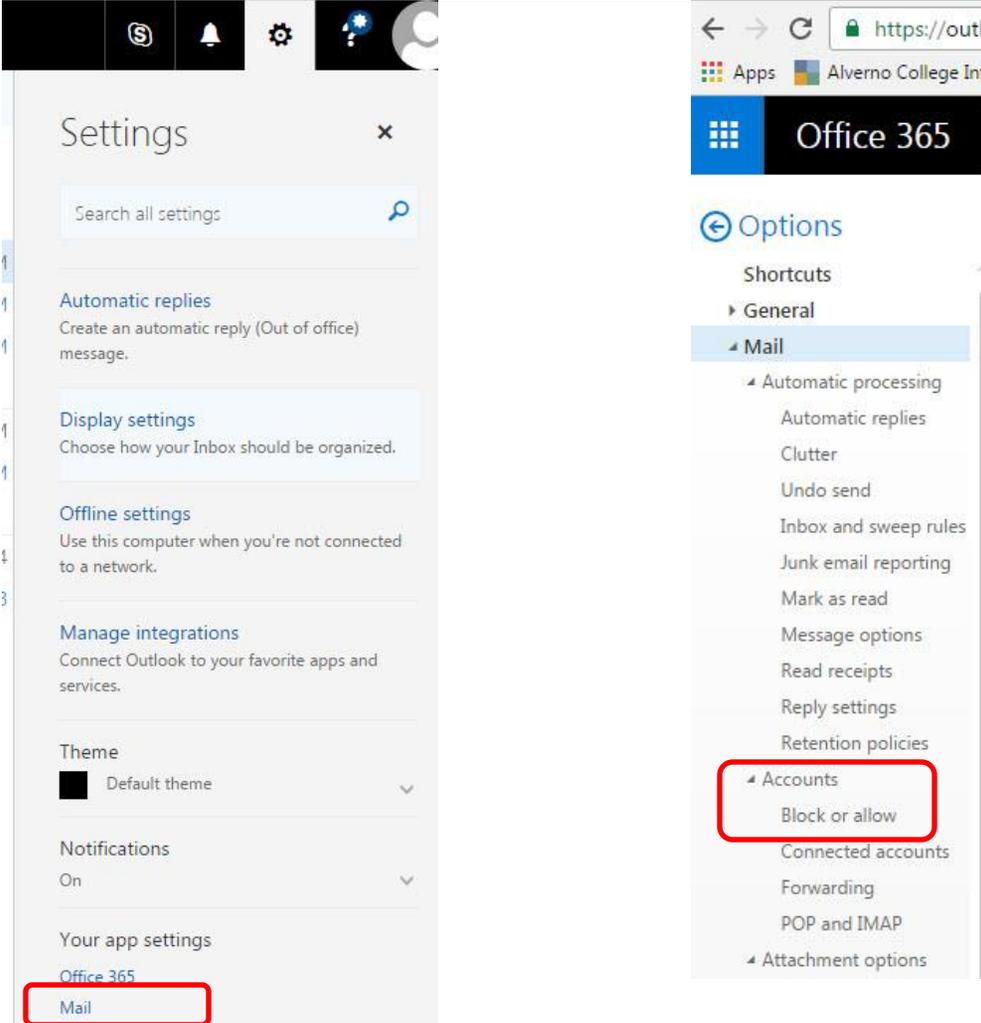
Spam Management

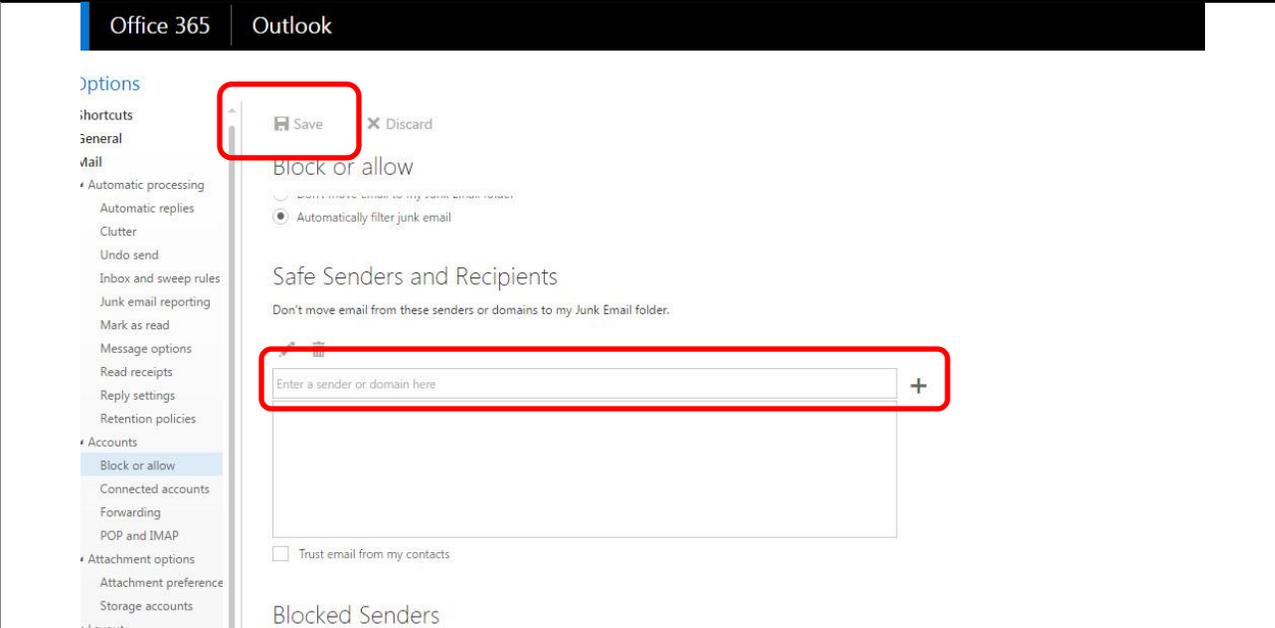
Task	Screen Shot																																										
<p>1. You will receive an email from quarantine@messaging.microsoft.com notifying you that there are email messages that have been quarantined by Microsoft as spam. It is always a good idea to spend a few minutes looking at the email senders to make sure the email is not junk.</p>	 <p>The screenshot shows an email from quarantine@messaging.microsoft.com with the subject "Spam Notification: 6 New Messages". The email body includes the Office 365 logo and instructions on how to manage spam-quarantined messages. A table lists the details of the 6 messages, including sender, subject, date, size, and actions.</p> <table border="1"> <thead> <tr> <th>Sender</th> <th>Subject</th> <th>Date (UTC)</th> <th>Size</th> <th>Release</th> <th>Report</th> </tr> </thead> <tbody> <tr> <td>"joyce.roberts@expertadvicetech.space" <joyce.roberts@expertadvicetech.space></td> <td>Applicant Tracking System (ATS)</td> <td>Feb 25, 2017 2:30 PM</td> <td>95366</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>"mailer-daemon@google.com" <mailer-daemon@google.com></td> <td>Delivery Status Notification (Failure)</td> <td>Feb 26, 2017 5:47 PM</td> <td>31322</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>"postmaster@alverno.edu" <postmaster@alverno.edu></td> <td>Undeliverable: Free Tacos</td> <td>Feb 26, 2017 6:04 PM</td> <td>230126</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>"labs@hnhco.com" <labs@hnhco.com></td> <td>10 Resources for Health and Wellness in the Classroom</td> <td>Feb 26, 2017 6:11 PM</td> <td>119064</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>"postmaster@alverno.edu" <postmaster@alverno.edu></td> <td>Undeliverable: Free Tacos</td> <td>Feb 26, 2017 6:13 PM</td> <td>243770</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>"brittany.barnes@softwarereviews.com" <brittany.barnes@softwarereviews.com></td> <td>Your File Transfer Software Expertise is Requested</td> <td>Feb 27, 2017 6:44 PM</td> <td>32688</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> </tbody> </table> <p>© 2017 Microsoft Corporation. All rights reserved. Acceptable Use Policy Privacy Notice</p>	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@hnhco.com" <labs@hnhco.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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<p>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.</p>	 <table border="1"> <thead> <tr> <th></th> <th>Release</th> <th>Report</th> </tr> </thead> <tbody> <tr> <td>6</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>2</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>26</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>64</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>70</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> <tr> <td>8</td> <td>Release to Inbox</td> <td>Report as Not Junk</td> </tr> </tbody> </table>		Release	Report	6	Release to Inbox	Report as Not Junk	2	Release to Inbox	Report as Not Junk	26	Release to Inbox	Report as Not Junk	64	Release to Inbox	Report as Not Junk	70	Release to Inbox	Report as Not Junk	8	Release to Inbox	Report as Not Junk
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<p>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.</p>	 <p>Office 365</p> <p>Spam message was released from quarantine.</p> <p><small>Copyright © 2017 Microsoft Corporation. All Rights Reserved. Privacy Statement Legal</small></p>																					

Task	Screen Shot
<p>4. The message should now appear in your Inbox, where you can open it and proceed as you normally would.</p> <p>If you would like to manually tell Outlook which senders are “safe” follow the directions below:</p> <p><u>Faculty/Staff</u> <u>Students</u></p>	 <p>The screenshot shows the Outlook interface. The 'Inbox' folder is selected in the left pane. The main pane displays an email from 'postmaster@alverno...' with the subject 'Free Tacos'. The email is marked as 'Unread' and 'Date: Today'.</p>
<p>5. Faculty/Staff:</p> <p>To avoid emails from this email address ending up in quarantine 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...”</p>	 <p>The screenshot shows the Outlook 'Home' ribbon. The 'Junk' button has a dropdown arrow, and the menu is open, showing options like 'Block Sender', 'Never Block Sender', and 'Junk E-mail Options...'. The 'Junk E-mail Options...' option is highlighted with a red rectangle.</p>

Task	Screen Shot
<p>6. A new window will open up and you want to click on the “Safe Senders” tab.</p>	
<p>7. Next, you will want to click the “Add...” button.</p> <p>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.</p> <p>You will be returned to the window on the left. Click on Apply to close this window.</p>	

Task	Screen Shot
<p>8. Students:</p> <p>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.</p> <p>Now, move to the left hand side of the window and under Options, Mail, Accounts, you should click on “Block or Allow”.</p>	 <p>The screenshot shows the Outlook interface. On the left, the 'Settings' app is open, and the 'Mail' option under 'Your app settings' is highlighted with a red box. On the right, the 'Options' menu is open, and the 'Accounts' option is highlighted with a red box, with 'Block or allow' selected below it.</p>

Task	Screen Shot
<p>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.</p>	 <p>The screenshot shows the Outlook 'Block or allow' settings window. The 'Save' button is circled in red. Below it, the 'Safe Senders and Recipients' section has a text input field with the placeholder 'Enter a sender or domain here' and a plus sign, also circled in red.</p>