Help Document Series: Checking your Junk E-Mail folder.

ITS is now leveraging Microsoft’s powerful spam filtering services to protect student email accounts from unwanted email delivery. Messages sent to your inbox that are detected as spam will automatically be placed in your Junk E-Mail folder. This document will review how to check the contents of this folder for messages and how to return false positives to your inbox. For more details on configuring your filter settings click here.

Step 1.
Log into the You.clarku.edu portal and click on the email link. This will load your email account in the Outlook Web App.

Step 2.
If there are messages in your “Junk E-Mail” folder a number will be listed by the folder indicating how many messages are being held.
Step 2.
Clicking on the listing will open the “Junk E-Mail” folder. Messages in this folder will be held for 14 days before they are deleted automatically.

Step 3.
If you find a message that is not spam and wish to return it to your inbox right click the message and select “Mark as Not Junk”.

Note: This will also add the sender to your “Safe Senders List” and messages from that address will no longer be filtered. For information on how to manage your “Safe Senders List” click here.
Step 4.
When you are finished reviewing the contents of the Junk E-Mail folder, you can return to your “Inbox” by clicking the link on the right side of the screen.