Help Document Series: Managing your Safe Senders and Recipients lists.

The blocked and safe senders’ lists are a powerful tool for managing both the filtering of spam to your inbox and ensuring that messages you want will not be blocked. Anything on the “Safe Senders” list will always be delivered to your inbox and anything on the “Blocked Senders” will always be sent to the Junk E-Mail folder. Controlling these two lists and other basic spam filtering settings can be done easily through the Outlook Web App.

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.
Click on the “Gear” dropdown in the upper right hand corner of the Outlook Web App screen.

Step 3.
From the dropdown select the “Options” button.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.
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**Step 4.**

This will open up an options list along the left hand corner of the screen. From here select the “Block or Allow” listing at the bottom.

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**Step 5.**

This will open the “Safe Senders and Recipients” window. From here, you can control your safe and blocked senders lists. If you do not wish to have spam messages moved to your “Junk E-Mail” folder you can turn that off with the “Don’t move e-mail to my junk E-Mail folder” radio button.

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**Safe Senders and Recipients**

Don’t move email from these senders or domains to my Junk Email folder.

- [ ] communications@microsoft.discoverbing.com

- [ ] Trust email from my contacts

**Blocked Senders**

Move email from these senders or domains to my Junk Email folder.

- [ ] freetripadvisor@cheepair.com

- [ ] Don’t trust email unless it comes from someone in my Safe Senders and Recipients list or local senders

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From this window, you can add or remove addresses from your “Safe Senders and Recipients” and “Blocked Senders” lists by selecting the address and clicking the minus icon.

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You can also click the “Edit” button to change the spelling of the currently selected entry.

Note: @clarku.edu addresses cannot be added to the “Blocked Senders” list.

If you wish to add an entire domain to either list, simply enter the domain EX: @spammail.com into the “Enter a sender or domain here” bar and click the plus sign.

From this screen, you can also select the “Trust e-mail from my contacts” option. This will treat all of the mail that comes from members of your contact list as safe senders.

You may also select the “Don’t trust e-mail unless it comes from someone in my Safe Senders and Recipients list or local senders” This will block all mail except for items in your “Safe Senders List” and Clark addresses.

Note: ITS does not recommend use of this setting as it may prevent mail from outside sources reaching your inbox.
Step 6.
Once these settings are configured you can click the “Save” button in the lower part of the window. If you wish to return to your inbox, click the “Return Arrow” link in the upper left hand corner.

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