
ITS is leveraging Microsoft’s powerful spam filtering services to protect student email accounts from unwanted email delivery. By default messages sent to your inbox that are detected as spam will automatically be placed in your Junk E-Mail folder. This document will guide you through the process of disabling this service if you do not wish to have messages that reach your inbox filtered.

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.

Step 4.
If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.
Managing your Safe Senders and Recipients Lists.

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.

Step 5.
If you wish to disable automated sorting of spam messages to your “Junk E-Mail Folder” click the top radial button. Spam messages that reach your inbox will no longer be sorted into your “Junk E-Mail Folder. Messages that are already in this folder will NOT automatically be moved back to 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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