

University of the Incarnate Word

Information Resources Division

How-To Document

Prevent Senders from Being Quarantined

The Office 365 spam quarantine system replaces the 'Junk Mail' function in your email account.

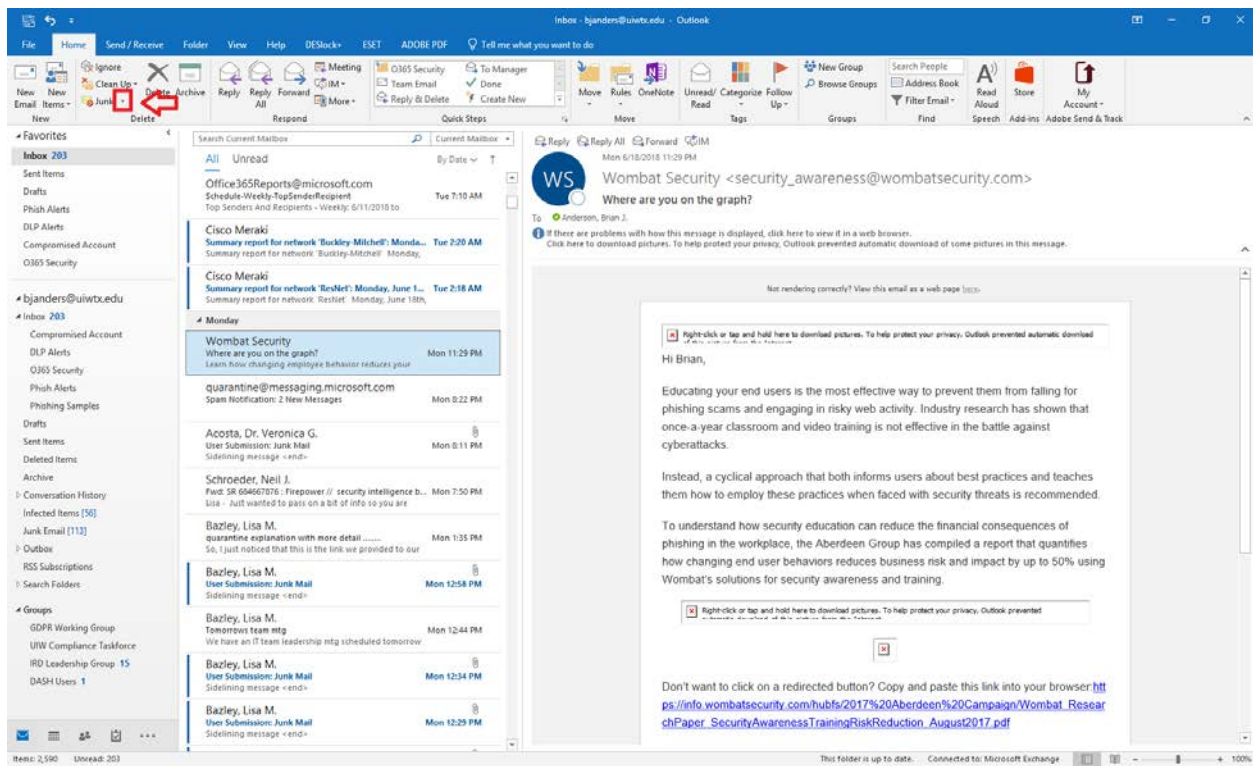
To ensure you get the emails you want in your inbox, you can specify senders which are 'safe' and will not be quarantined.

To prevent senders from being quarantined:

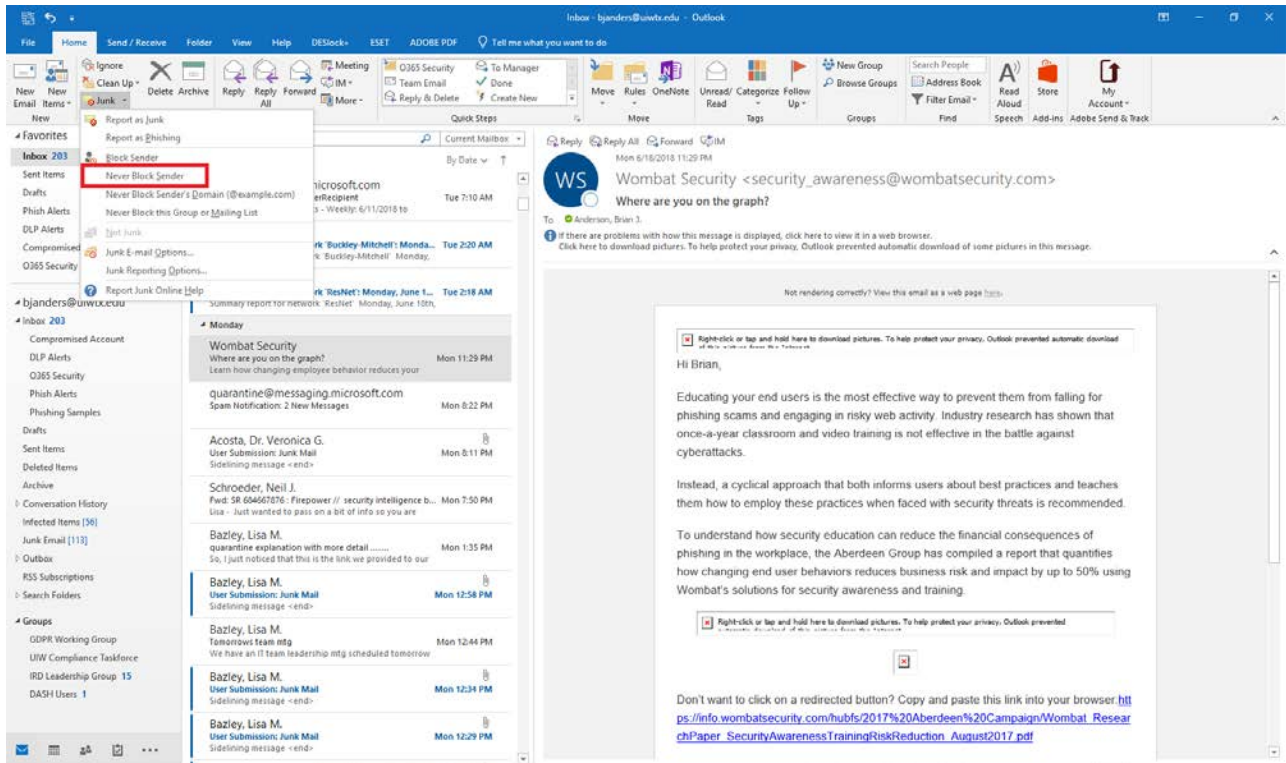
- **FIRST: Release the desired email from the quarantine to your inbox using the 'Understanding the Office 365 Quarantine Digest' or 'Viewing the Office 365 Quarantine' how-to**
- **Mac users will need to use the Outlook Web Application to manage their allowed senders, as there is no way to do it in the Outlook application for Mac.**

If you use the Outlook desktop Application:

- Select the email that you released to your inbox
- Click the small arrow next to 'Junk' on the toolbar at the top of the screen



- Select 'Never Block Sender' from the menu



If you use the Outlook Web Application (webmail)

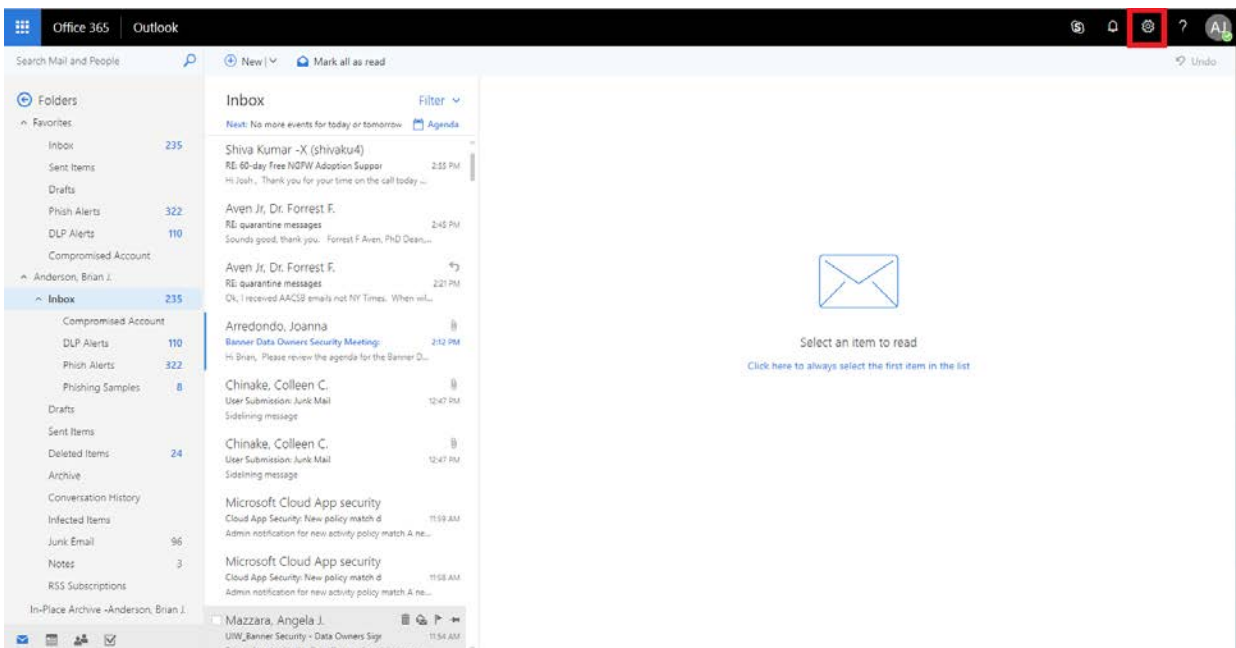
- Click on the email you released and copy or write down the address of the sender

The screenshot shows the Outlook Web Application (webmail) interface. The left-hand navigation pane shows the 'Inbox' folder selected. The main pane displays an email from Cisco Meraki with the subject 'Summary report for networks tagged 'Corpus_Christi': Thursday, June 14th, 2018'. The sender's email address, 'reports-mailer@meraki.com', is highlighted with a red rectangle. Below the email content, there are usage statistics and a graph showing usage over time.

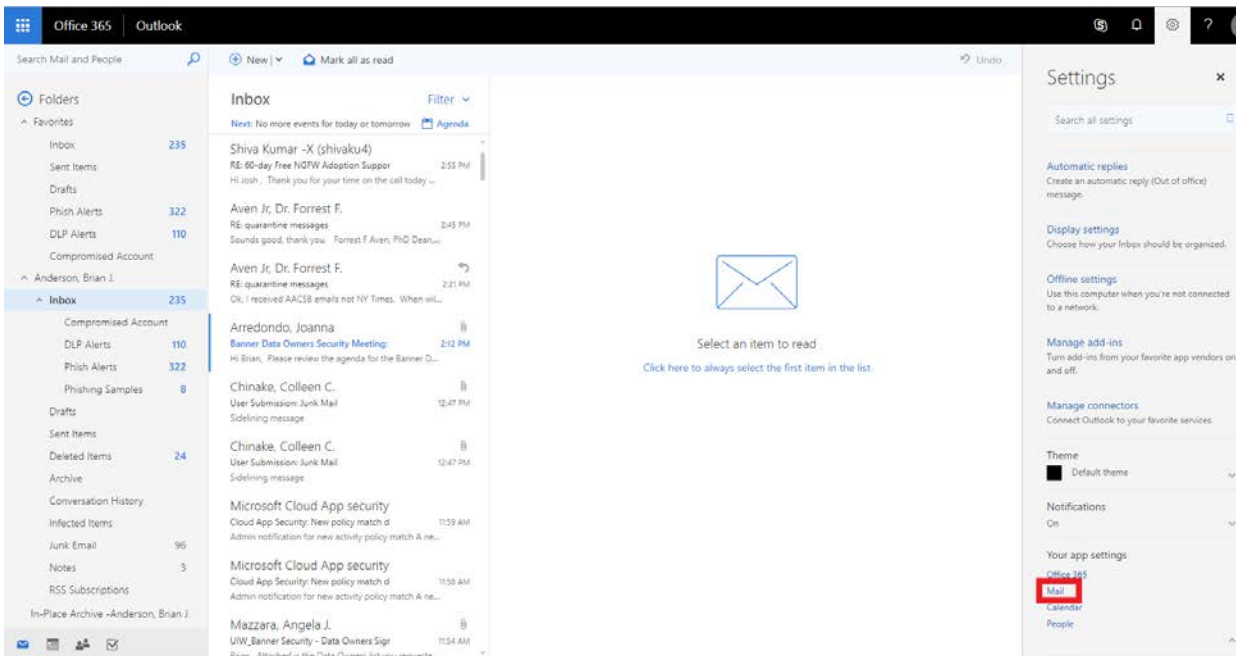
Usage stats	TOTAL DATA TRANSFERRED	TOTAL DATA DOWNLOADED	TOTAL DATA UPLOADED
	28.95GB	26.87GB	2.08GB

Name	Encryption	# Clients	Usage	% Usage
uliv5	N/A	19	8.08 GB	74.93%

- Click the gear icon  in the top right-hand corner



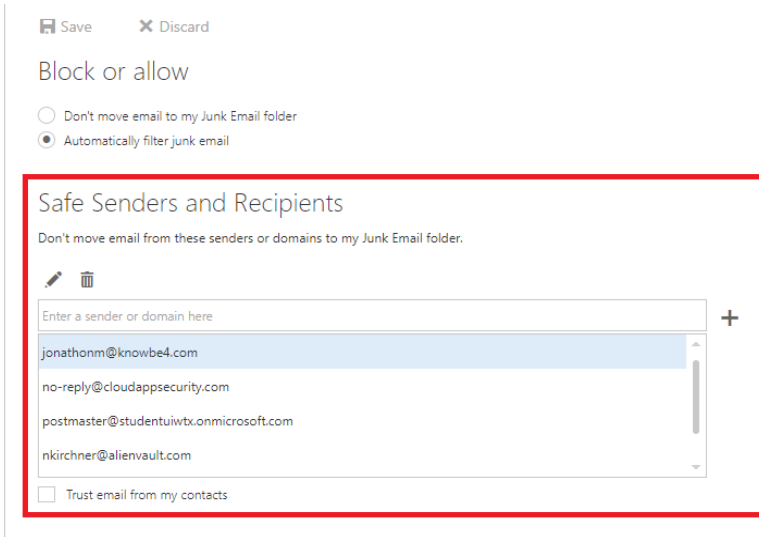
- Click 'Mail' on the bottom right



- Select 'Block or Allow' under 'Accounts' on the menu that appears on the left



- Add the email address to the 'Safe Senders and Recipients' list



- Enter the address collected earlier into the ‘*Enter a sender or domain name here*’ field (reports-mailer@meraki.com in this example) then click the plus (+) sign next to the field.

Save Discard

Block or allow

Don't move email to my Junk Email folder

Automatically filter junk email

Safe Senders and Recipients

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

reports-mailer@meraki.com +

jonathonm@knowbe4.com

no-reply@cloudappsecurity.com

postmaster@studentuiwtx.onmicrosoft.com

nkirchner@alienvault.com

Trust email from my contacts

- Click the ‘Save’ icon at the top to complete the process

Save Discard

Block or allow

Don't move email to my Junk Email folder

Automatically filter junk email

Safe Senders and Recipients

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

+

reports-mailer@meraki.com

jonathonm@knowbe4.com

no-reply@cloudappsecurity.com

postmaster@stud

Trust email from my contacts

Related How-Tos:

To check the contents of your quarantine any time, without waiting for the digest email, read the 'Understanding the Quarantine Digest' how-to on the IRD FAQ website.

To modify your 'Safe Senders' and 'Blocked Senders' list to prevent senders from or force senders to the quarantine, read the 'Viewing the Office 365 Quarantine' how-to on the IRD FAQ website.