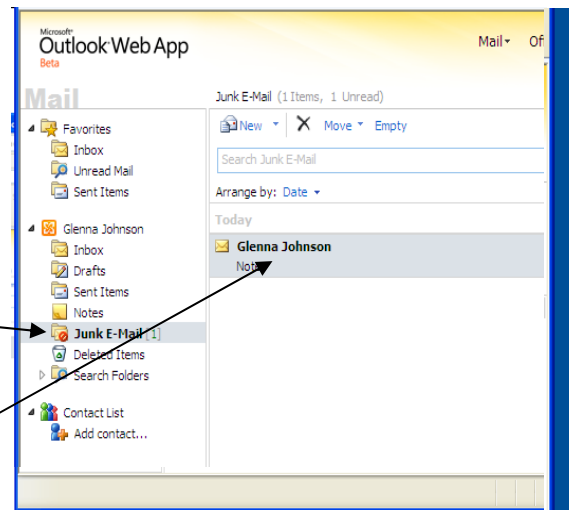


Assistance with Junk emails

In Outlook, the **Junk E-Mail** Filter is turned on and designed to catch messages from potentially harmful senders/domains. This filter may also route emails from your professors to the **Junk E-Mail** folder. There is a simple procedure to designate Citrus College as a safe sender.

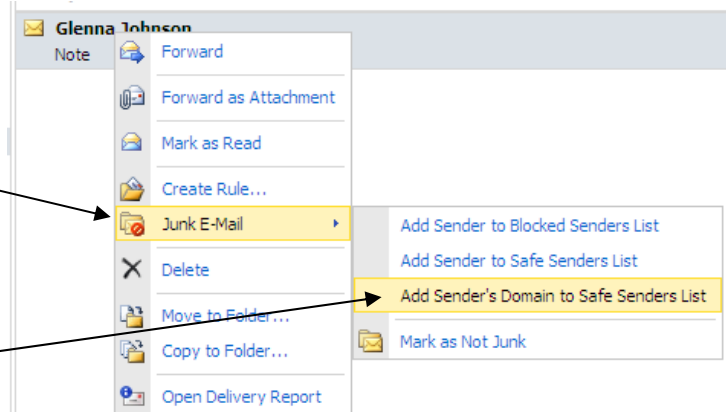
1. Log on to your student email account. In this example, an email from has been routed to the **Junk E-Mail** folder.

2. *Right click* on the email message.

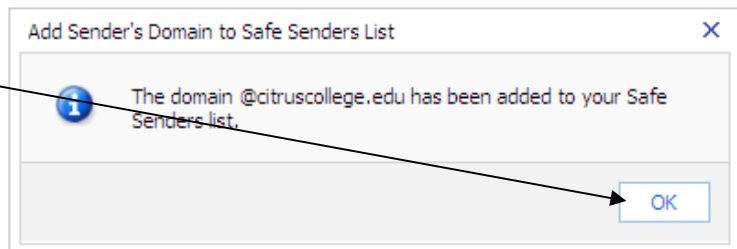


3. Left click on the **Junk E-Mail** option.

4. Left click on the **Add Sender's Domain to Safe Senders List** option.



5. Left click on the **OK** button to verify that you have added the sender's domain to the Safe Sender's list.



In the future, e-mails from this sender will go into the Inbox. You should review messages in the Junk E-mail folder from time to time to make sure that they are not legitimate messages that you want to see.