OSLC E-Mail Hosted by Microsoft Office 365

Managing Spam

Summary

E-mail identified as spam is placed in a quarantine. You can retrieve legitimate e-mails that were inadvertently categorized as spam and you can prevent future e-mails from senders from being sent to quarantine. The instructions below will cover these steps.

Retrieving Quarantined E-Mails

Method 1 - Daily Quarantine Summary E-Mail: View the daily quarantine summary e-mail. See example below. If you see an e-mail that you believe is legitimate (not spam), click on the corresponding **Release to Inbox** link. The e-mail will immediately be released to your inbox.

Example Daily Quarantine Summary E-Mail

Method 2 - Access Quarantine Website: Go to https://admin.protection.outlook.com/quarantine and login. Scroll through the list or use the advanced search feature to locate a legitimate (not spam) e-mail. Double click on the e-mail and click on the "**Release…**" link. The e-mail will immediately be released to your inbox.

Always Allow Specific Senders

Method 1 (preferred) - Outlook: In Outlook view the e-mail you released from quarantine in the previous section. Verify it is legitimate (not spam). If it is not legitimate do not proceed, right-click on the e-mail and select **Junk** and **Never Block Sender**. See image below.
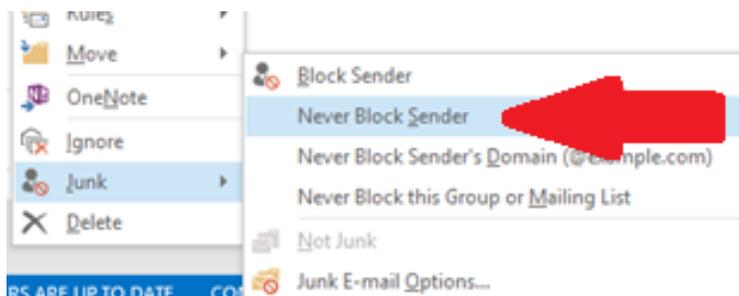
Method 2 (more difficult) - Webmail:

- Log onto http://webmail.oslc.org and select the **Mail** app.
- In the upper right-hand corner click on the **gear icon** and select **Options**.
- From the menu on the left select **Mail** -> **Accounts** -> **Block or allow**.
- In the Safe Senders and Recipients section add an address and click on the plus icon. See example below.

- Click on the **Save** button.
- Close the Options screen by clicking on the **Options** button in the upper left hand corner.

Method 3 (optional): IT can update a list of e-mail addresses that are excluded from quarantine for everyone. This is helpful if you find an address that is blocked and you know it could impact others. IT can also add a domain (i.e. - kinner.com) so that all senders using the domain are excluded from quarantine. To do this go to support.oslc.org and create a ticket for IT that includes the senders e-mail address or domain.

Always Block Specific Senders or Domains

You can use the instructions above, but instead use the options to block a senders e-mail address or domain. However, this almost always is ineffective and a waste of time since spam senders never use the same e-mail address. If you do get e-mail from someone regularly that you want to block they may offer an unsubscribe option, and you should pursue this option rather than blocking them.