

# Changing Junk Mail Settings

## Adding email domains to Safe Senders and Recipients List

### What is Happening?

Emails from campus systems, such as Blackboard and Spam Quarantine Summary, and some emails from instructors may end up in the student's Live@edu "Junk Mail" folders.

### Why are these messages going to Junk Mail?

Live@edu mail has built in filters that do their best to determine if an email "might" be junk mail. Unfortunately, some of the emails sent from the Blackboard system contain subjects that the filters think could be junk mail. Another cause is using no subject line, or a short subject line such as "Hi" or "Hello".

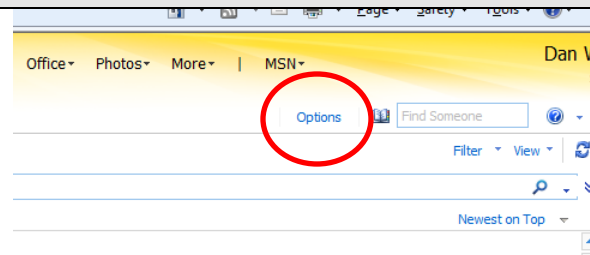
### Adding Campus Email Domain to the Safe Senders and Recipients List

Live@edu mail allows you to change the default settings of your Junk Mail filter through the "Options" button. Lowering these settings may help, however other mail you do not want may get through to your "Inbox". The best way to make sure these and other campus messages are not "Junked" is to put the campus mail domain on the Safe Senders and Recipients List.

### Instructions

Step 1: Log into your **Live@edu Account**

Step 2: Click on the Options button.



Step 3: Select **Block or Allow**

Step 4: Enter **@shawnee.edu** in the Safe Senders and Recipients box. You can add other email addresses that may go to your Junk Mail that should be delivered to your Inbox.

Step 5: Click the + sign to add the domain

Step 6: Click **Save**

A screenshot of the 'Junk E-Mail Settings' page. On the left sidebar, 'Block or Allow' is circled in red. The main content area shows two radio buttons: 'Don't move mail to my Junk E-Mail folder' (unselected) and 'Automatically filter junk e-mail' (selected). Below this is the 'Safe Senders and Recipients' section with the instruction 'Don't move e-mail from these senders and domains to my Junk E-Mail folder'. There are 'Edit' and 'Remove' buttons. A text input field contains 'google.groups.com' and is circled in red. A green plus sign button is circled in red to the right of the input field. At the bottom right, a green checkmark 'Save' button is circled in red.