

Adding Email Senders to Safe Sender's List from your Desktop Outlook

1. Navigate to [Office 365 Security & Compliance Quarantine Folder](#).
2. Select desired sender's message by Checking the Box to the left of the message.
3. When the Details dialog window opens, click Release Message.
4. When the Release Message dialog window opens, click Release Message.
5. Wait for the Security & Compliance dialog window to open and click Done.
6. Return to your desktop Outlook email Inbox and locate the newly released message.
7. Without opening the message, right click on the message.
8. Scroll down and hover over Junk, then click Never Block Sender.
9. A Microsoft Outlook dialog window with a success message will open – click OK.
10. The sender will be added to your Safe Senders list.

Adding Email Senders to Safe Sender's List from the Outlook Web Application

1. Navigate to [Office 365 Security & Compliance Quarantine Folder](#).
2. Select desired sender's message by Checking the Box to the left of the message.
3. When the Details dialog window opens, click Release Message.
4. When the Release Message dialog window opens, click Release Message.
5. Wait for the Security & Compliance dialog window to open and click Done.
6. Return to your Outlook web app email Inbox and locate the newly released message.
7. Open the message and locate the three dots in the upper right.
8. Left click on the three dots to open an actions list.
9. Scroll down and Select Add to Safe senders.
10. A Microsoft Outlook dialog window with a success message will open – click OK.
11. The sender will be added to your Safe Senders list.

Viewing and Verifying Your Safe Sender's List

1. Open Outlook.
2. Click the drop-down caret next to Junk.
 - a. Junk is located on the toolbars ribbon, or...
 - b. ...by right-clicking on an unopened message.
3. Click Junk E-mail Options...
4. When Junk Email Options opens, select Safe Senders or Blocked Senders for verification.

ServiceDesk Hours:

Monday – Thursday
8:00 a.m. – 8:45 p.m.

Friday
8:00 a.m. – 5:00 p.m.

Saturday
9:00 a.m. – 1:00 p.m.

For support, please contact the IT ServiceDesk:

Email: isite@tamut.edu

Submit a Support Request Ticket:

Phone: 903.334.6603

<https://isite.tamut.edu>