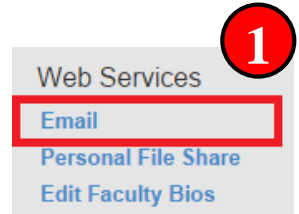


Help Document Series: Marking messages as spam and adding them to your Blocked Senders List.

ITS is leveraging Microsoft's powerful spam filtering services to protect student email accounts from unwanted message delivery. Flagging spam emails that have made it to your mailbox is something that can be done directly through the Outlook Web App.

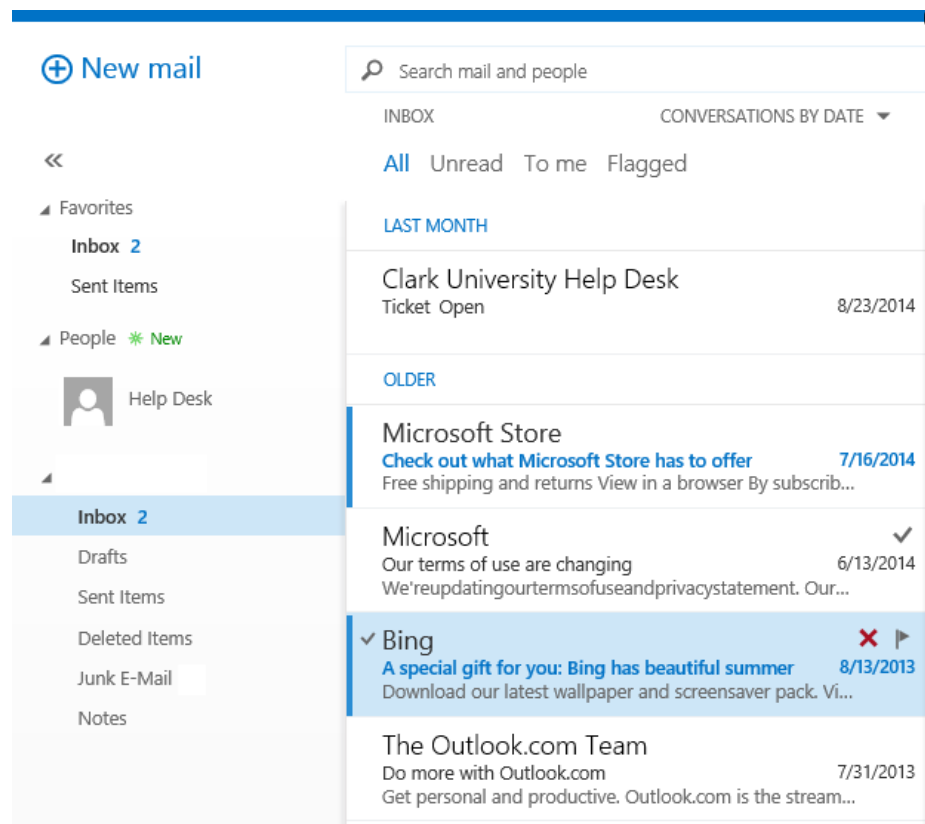
Step 1.

Log into the You.clarku.edu portal and click on the email link. This will load your account in the Outlook Web App.



Step 2.

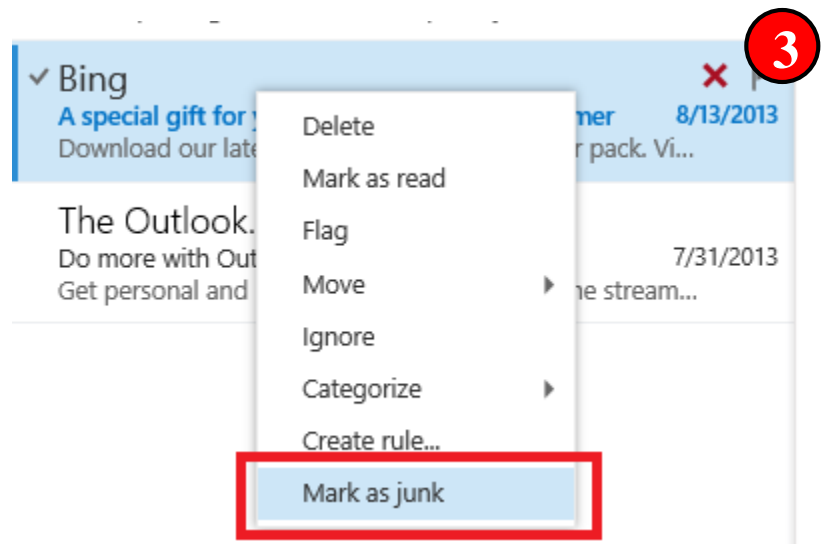
Here you can see your Inbox just as you would when using Outlook or most other email clients. Here you can select any spam messages that may have made it to your Inbox and add them to your Junk E-Mail folder to remove them from your Inbox and prevent further spam from specific addresses.



If you have any questions, or require further assistance, please contact the ITS Help Desk at **508.793.7745** or helpdesk@clarku.edu.

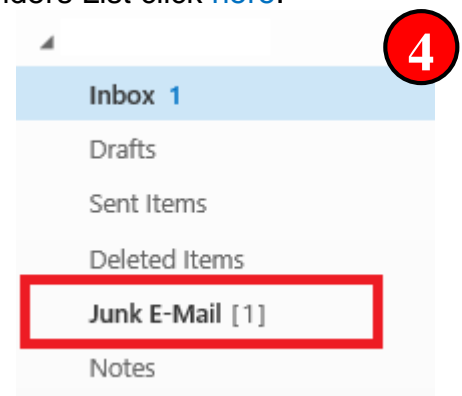
Step 3.

Right click on the message you wish to mark as spam and select "Mark as Junk".

**Step 4.**

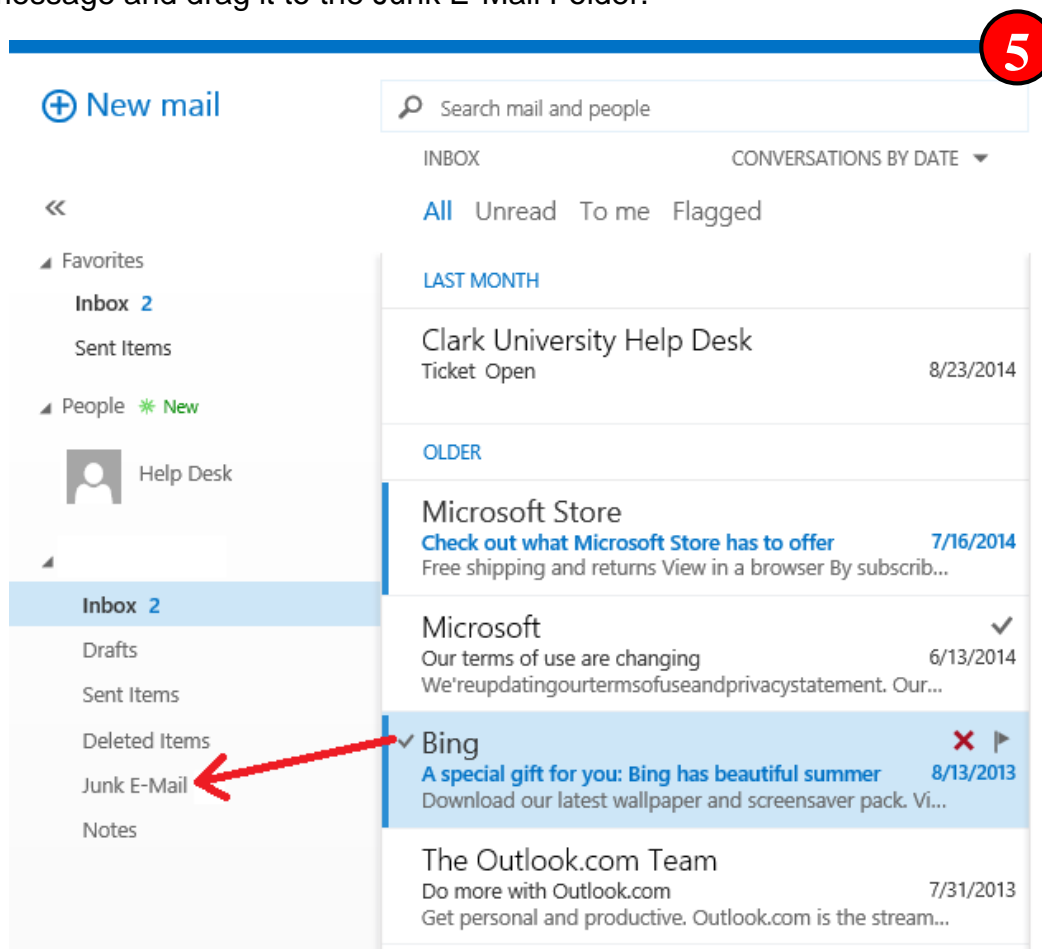
This will add the email address to your "Blocked Senders List".

It will also move the message automatically to your Junk-Email folder. This will contain messages that you have marked as spam as well as messages that Microsoft automatically flags. For instructions on monitoring this folder and removing addresses from your Blocked Senders List click [here](#).



Step 5.

If you would like to send a message to the Junk E-Mail folder without adding it to your “Blocked Senders List”, you can click on the message and drag it to the Junk E-Mail Folder.

**Step 6.**

If you would like to send multiple messages to the Junk E-Mail folder at once, you can click on each message while holding Shift and they will be selected together. This group of highlighted messages can then be dragged to the Junk E-Mail folder.

Note: Selecting and adding multiple messages at once will not add the addresses to your “Blocked Senders List”.