

To prevent legitimate email from going into the junk folder:

- If the email is currently in your junk folder:
 1. In the left pane, select the **Junk E-mail** folder.
 2. Mark the message as not junk.
 - In 2010/2013:
 - A. Select the message you do not want in your junk folder.
 - B. Select the **Home** tab.
 - C. In the **Delete** group, click the **Junk** button.
 - D. From the drop-down list, select **Not Junk**.
 3. Click **OK**.
- If the email is not currently in your junk folder, add the sender's email address to Outlook's safe senders list by:
 - A. Select the **Home** tab.
 - B. In the **Delete** group, click the **Junk** button.
 - C. From the drop-down list, select **Junk E-mail Options...**
 - D. Then select the **Safe Senders** tab.
 - E. Click the **Add** button on the right.
 - F. Type in the email address you do not want to be sent to the junk folder, and select **OK**.
 - G. Lastly, select **Apply** in the lower right of the box.