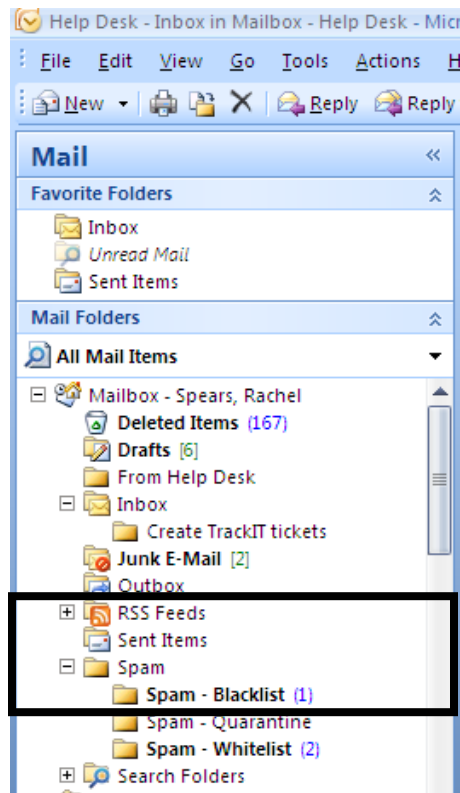


Spam Folders

Northwood University uses a spam blocking tool to block unwanted e-mail (spam) from your inbox while ensuring legitimate e-mail is received. The spam blocking tool is located in your e-mail under the *Spam* folder and consists of 3 folders, *Spam - Blacklist*, *Spam - Quarantine*, and *Spam - Whitelist*.



Spam - Blacklist folder

The *Spam - Blacklist* folder is used to block spam from your inbox. To block a sender, drag the spam e-mail received to the *Spam - Blacklist* folder. You will no longer receive e-mails in your inbox from this e-mail address. The spam will automatically be filtered into the *Spam - Quarantine* folder

Spam - Quarantine Folder

Spam is filtered to the *Spam - Quarantine* folder as well as e-mails from senders in your *Spam - Blacklist* folder. We recommend checking your *Spam - Quarantine* folder for legitimate e-mails, as they are occasionally marked as spam. Messages in this folder can be moved to your *Spam - Blacklist* folder to be blocked or *Spam - Whitelist* folder to be allowed. Also, you can delete individual messages from your *Spam - Quarantine* folder or delete the entire folder to clear out your spam messages. The folder will automatically be rebuilt when you receive another spam message. This folder is also emptied out every 90 days by the Information Technology department.

Spam - Whitelist folder

The *Spam - Whitelist* folder is used to ensure legitimate e-mails are delivered to your inbox. E-mail addresses added to the *Spam - Whitelist* folder will not be sent to your *Spam - Quarantine* folder. Also, you can move e-mail messages from the *Spam - Quarantine* folder to the *Spam - Whitelist* folder so the sender is no longer blocked. Northwood e-mail addresses are automatically marked as allowed senders and will not go to your Spam folders.