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.