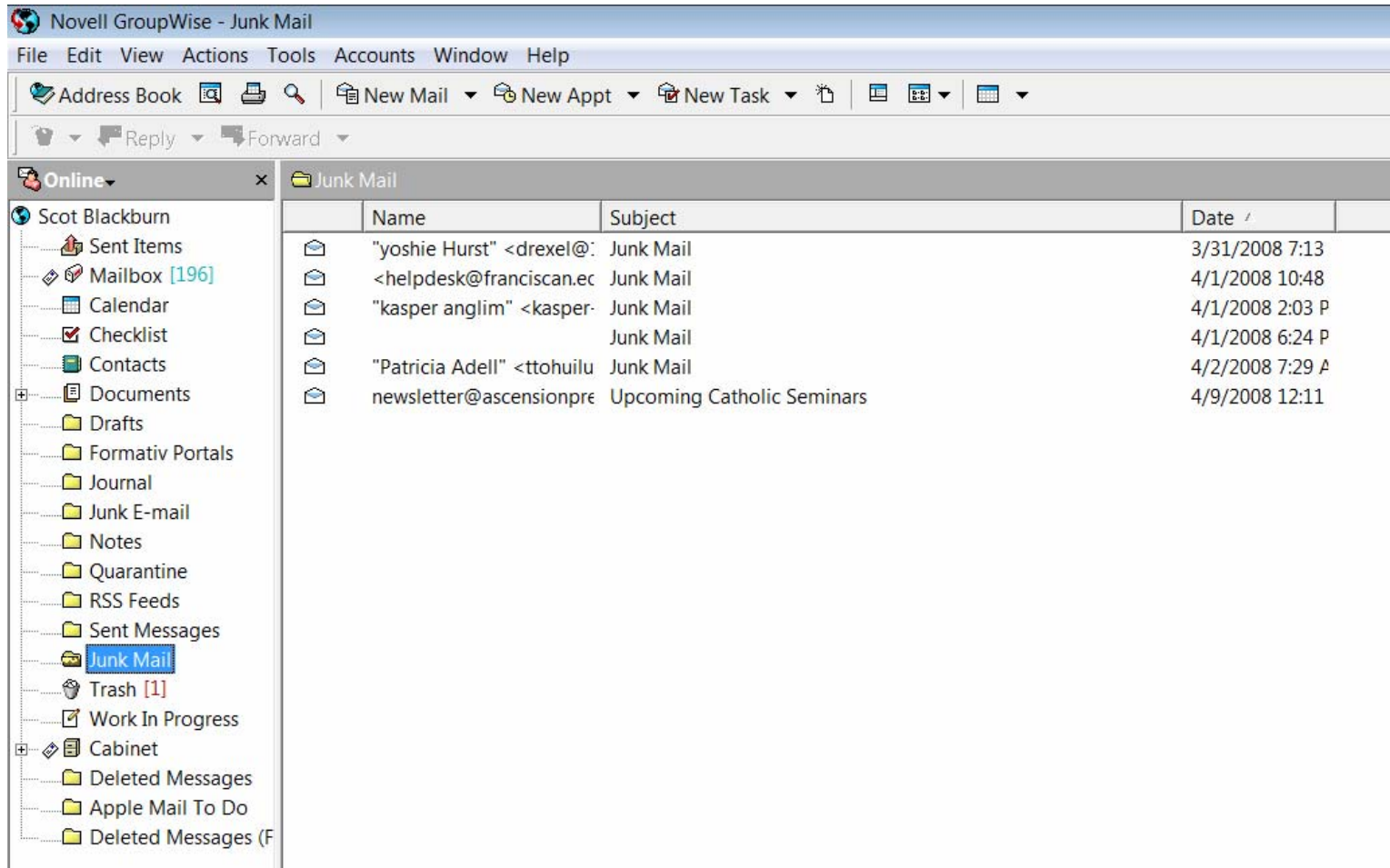


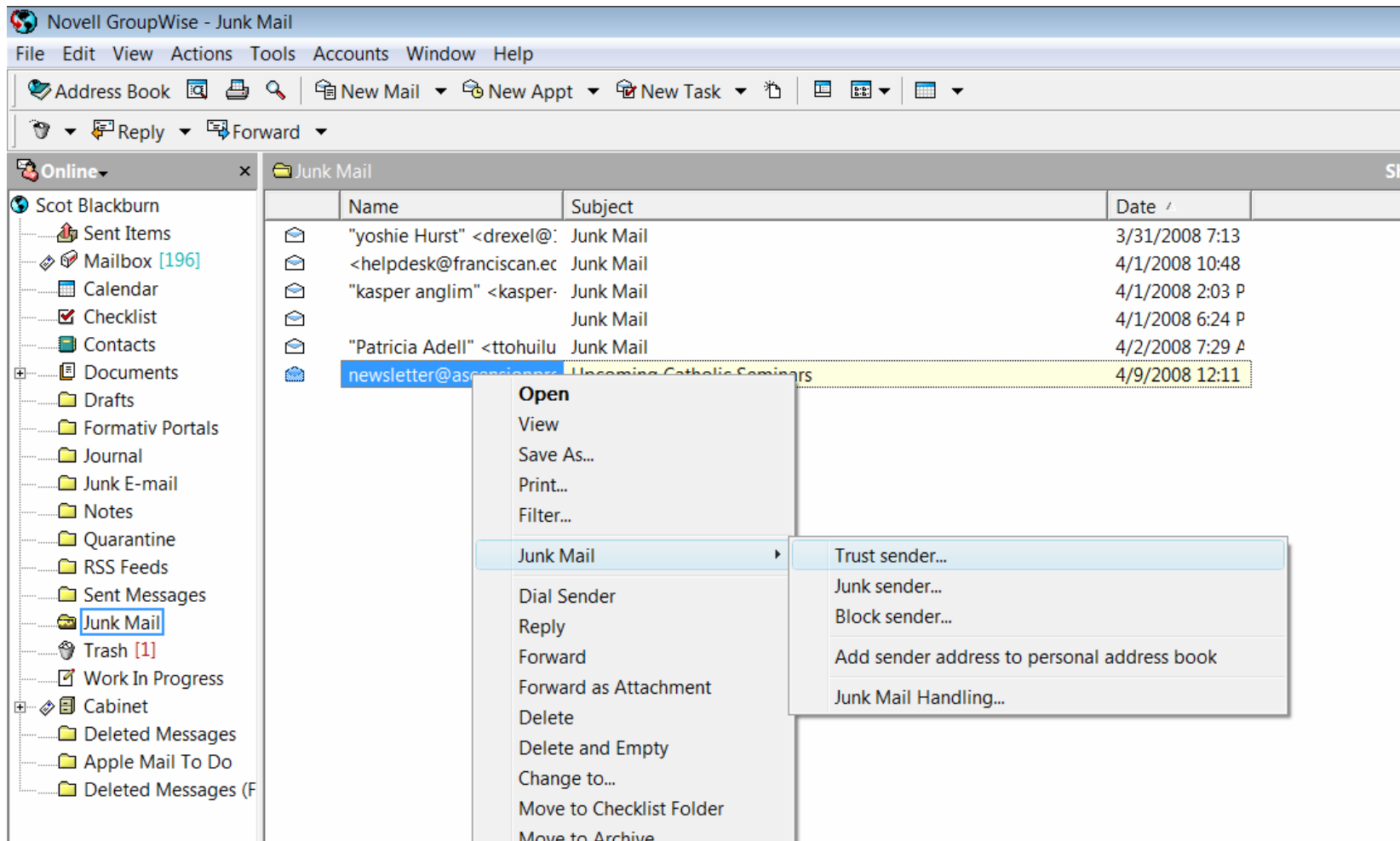
Windows Client

Prevent valid emails from being saved in your junk mail folder

1. Open up the junk mail folder by left-clicking on it

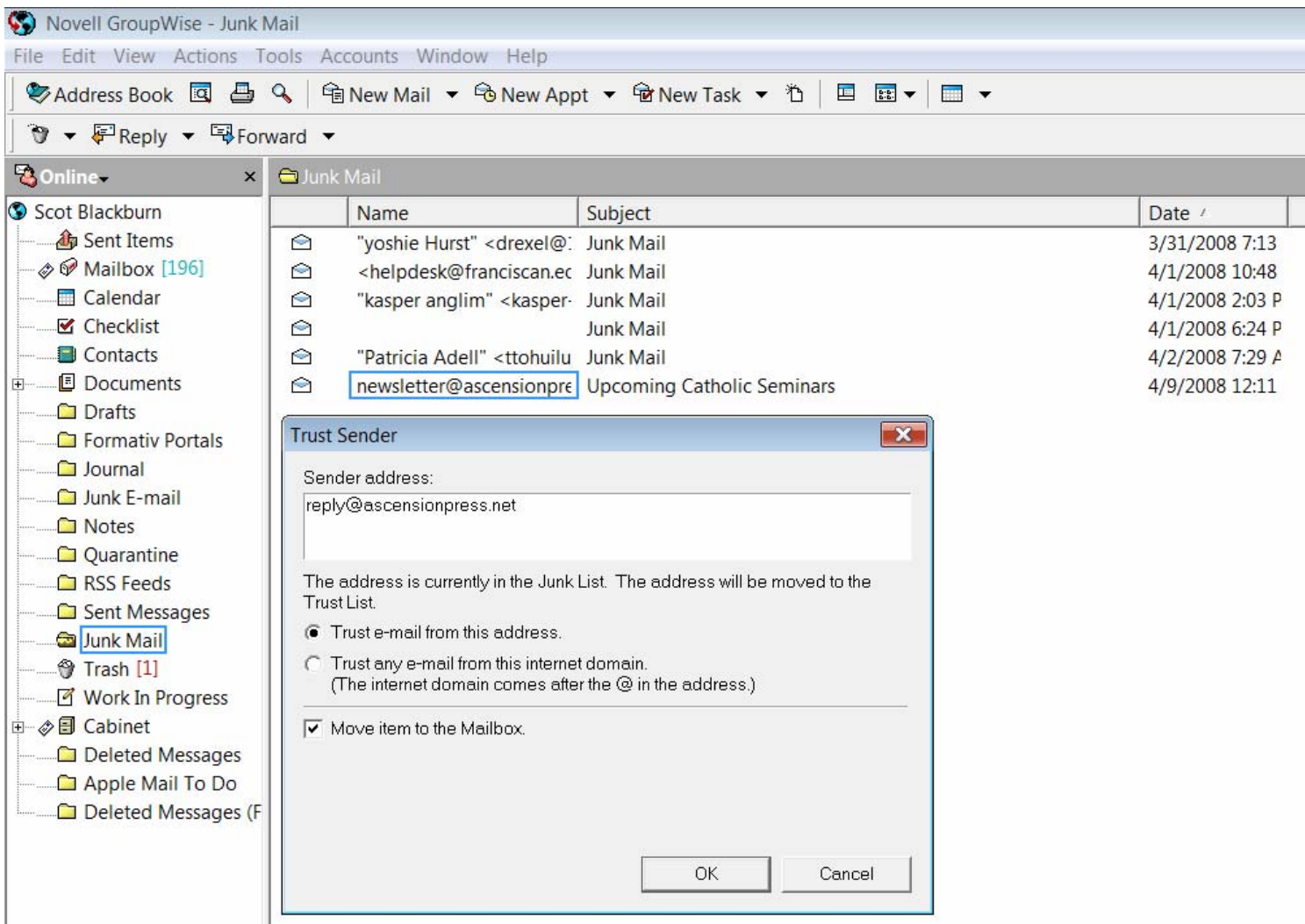


2. Right click with the mouse on the message that you want to keep
3. Choose "*junk mail*"
4. Choose "*trust sender*"



5. Choose "*trust e-mail from this address*" or "*trust any e-mail from this internet domain*"

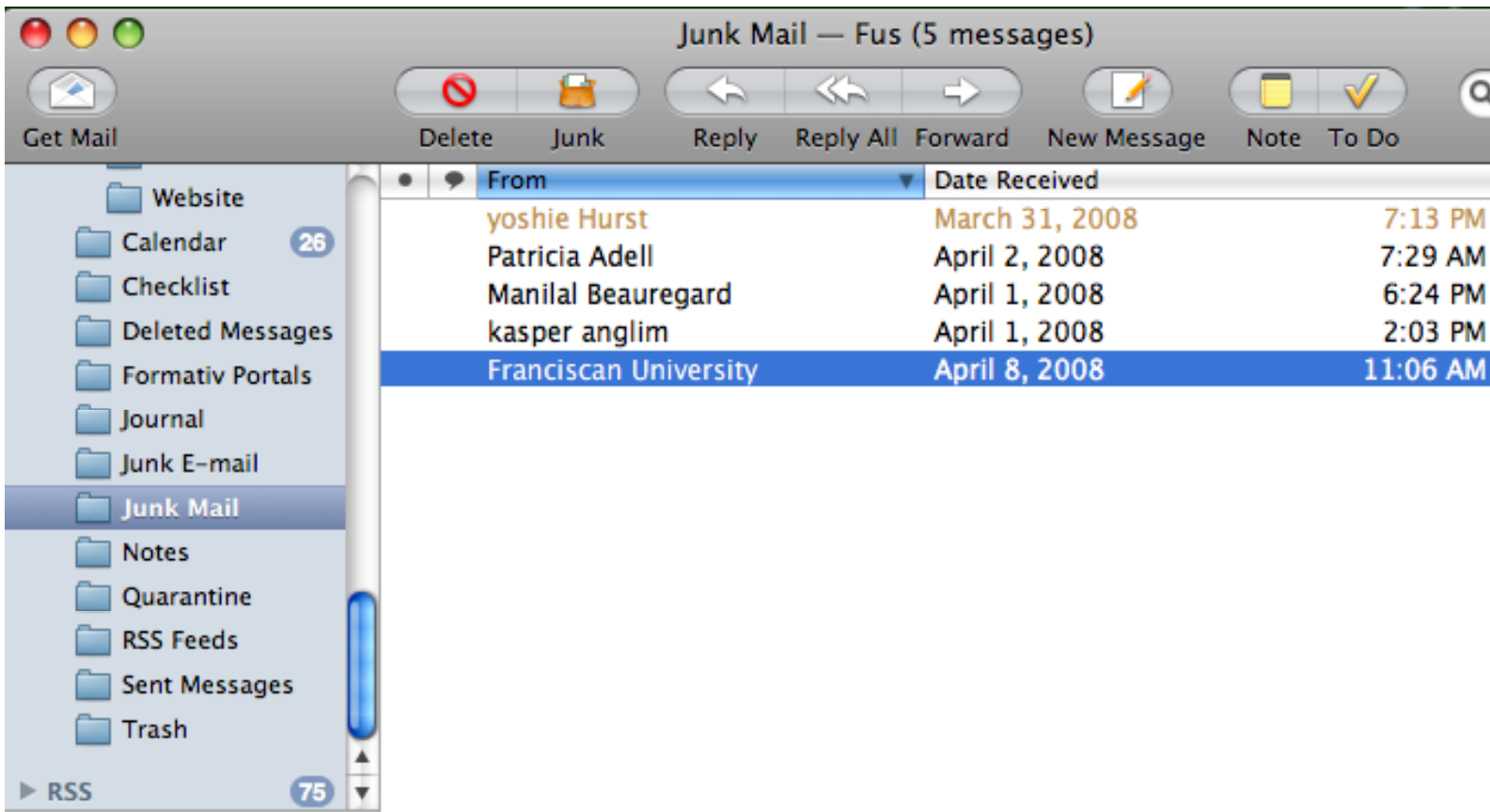
(Chose the second option if you wanted to receive messages from anyone with the same email address ending, such as @franciscan.edu or @gmail.com).



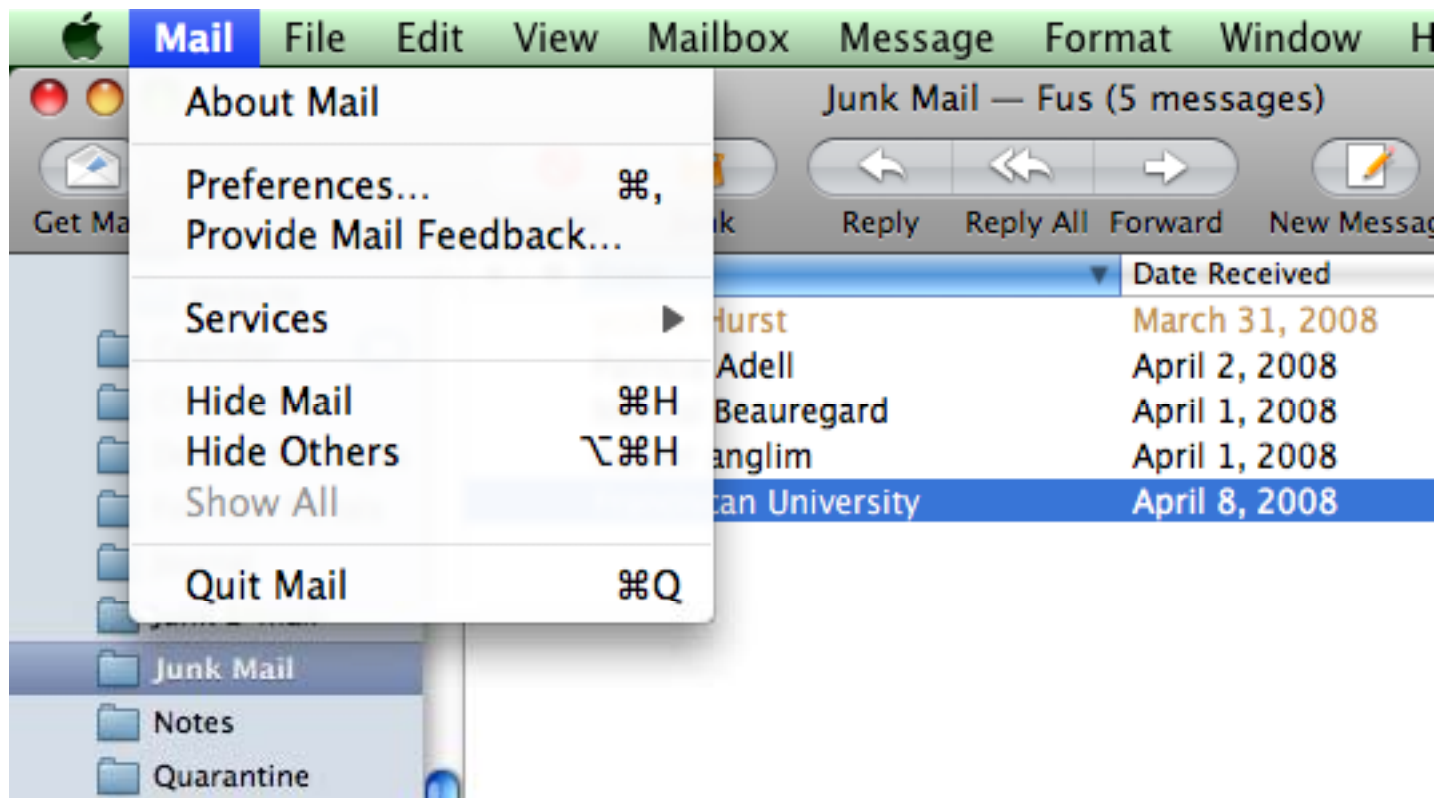
Mac Client

Prevent valid emails from being saved in your junk mail folder

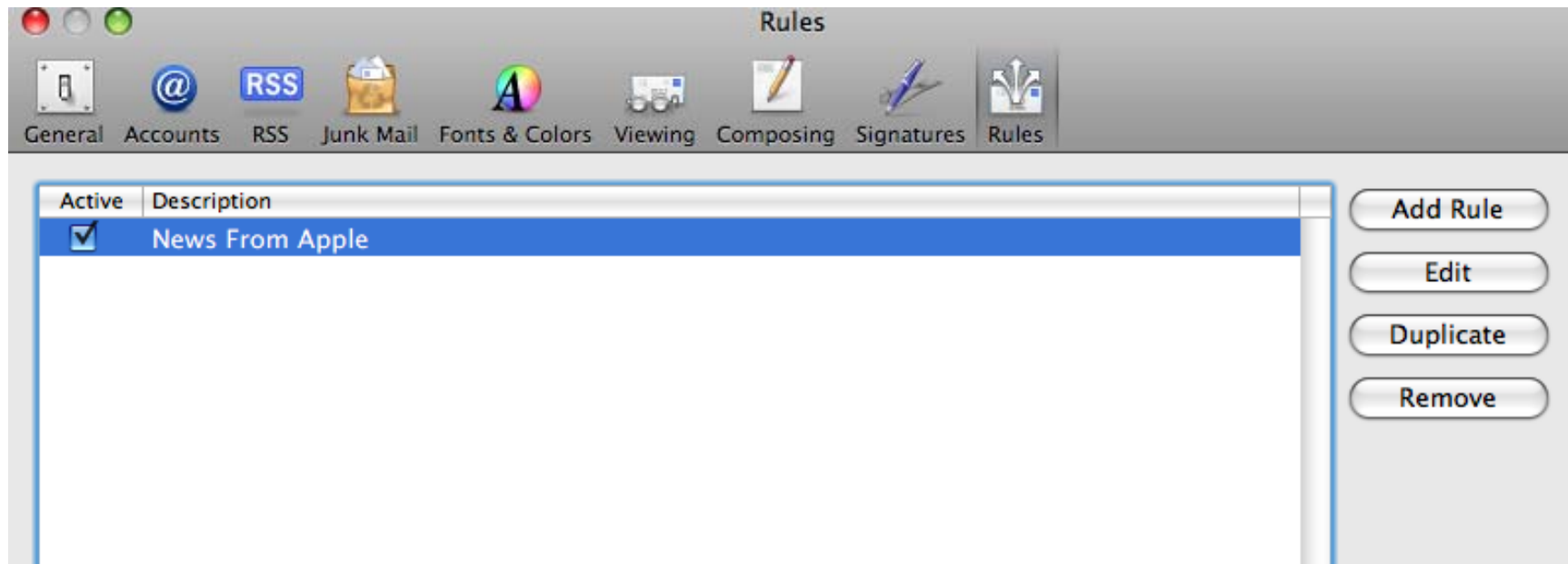
1. Find the **“Junk Mail”** folder
2. Click on the message you want to keep



3. Go to the "Mail" menu and choose preferences



4. Click on rules
5. Click on add rule



6. A box should pop up that says "From" "Contains", and the email address of the message you want to keep should show up in the box

7. Under "Perform the following actions", the default should be "move message"
8. After where it says "to mailbox" choose "Inbox"
9. Click OK

