Are you getting all the email you deserve? Your Outlook Junk filters may be trapping some of the library email traffic.

Here's how to adjust your Outlook settings to prevent library emails from landing in your Junk folder.

1. In Outlook, look at the top menu for the **Delete** area; click the drop-down arrow next to **Junk**.

2. Choose **Junk E-Mail Options**.

3. In the Options tab, check your protection level.
   - **No Automatic Filtering** means that only mail form your blocked senders is sent to Junk
   - **Low** or higher level may mean that library emails are being sent to Junk, depending on your Junk filtering rules.
4. Check your Safe Senders list.

Be sure that these are both listed:

- **uoalib-l@listserv.uark.edu** (library wide listserv)
- **uoaiii-l@listserv.uark.edu** (Innovative Review Committee listserv – if you are on it)

You might also check that you have **Also trust email from my Contacts** checked.
5. You might also wish to check the **Blocked Senders** list for any senders who have been accidentally blocked.

Highlight the sender you wish to reinstate, and click **Remove** and then **Apply**.

6. When reviewing individual messages, you can also flag the sender to be blocked or added to safe senders list by right-clicking the message in a list.

Need more info? See [Microsoft Office Support](#).

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