
How to Avoid Emails Going to Junk/ Spam Email Folder?

Individual email service providers (including both senders' and recipients' service providers) may have different spam filtering algorithms, so it is **impossible to guarantee that all incoming emails will bypass the junk folder**. Nevertheless, to improve the deliverability of incoming emails and prevent them from being categorized as junk or spam, you can:

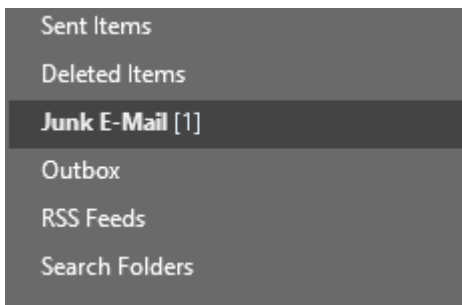
1. check your junk email folder regularly; and
2. whitelist important senders

(For details, please refer to the ensuing paragraphs.)

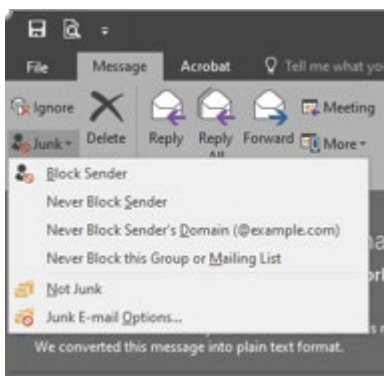
Likewise, you could advise recipients of your outgoing emails to do the same to avoid your emails going to junk/ spam email folder of your email recipients.

1. Check your junk email folder regularly

- Check regularly “Junk E-Mail” folder located at the left navigation bar on your Outlook.



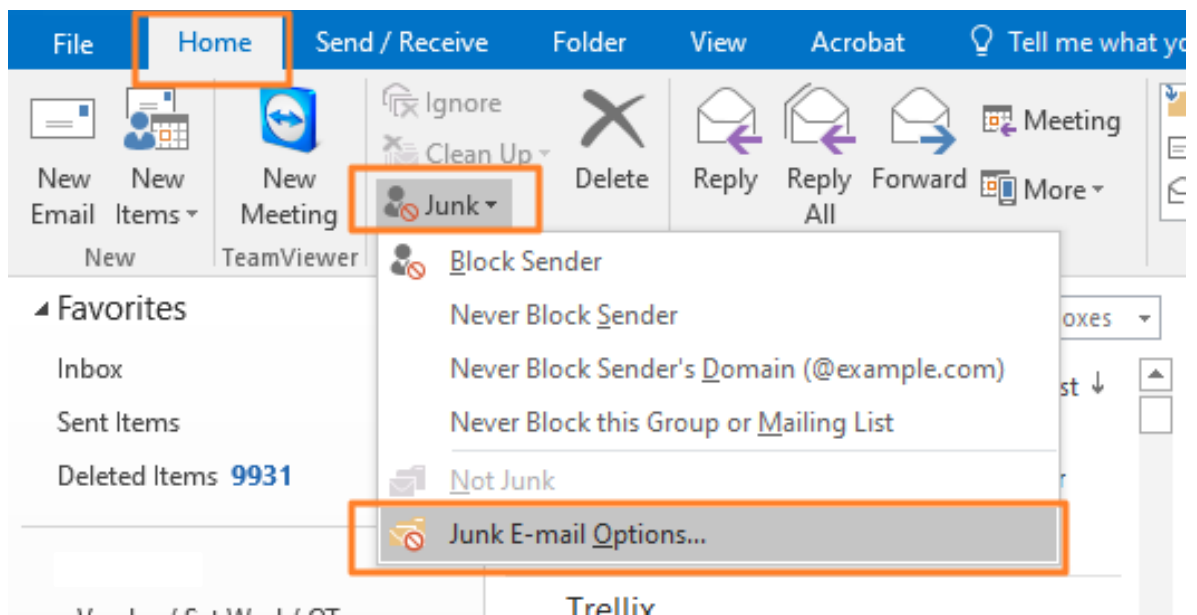
- If you find an email that is not junk , please mark it as “Not Junk” as follows:
 - Open the email
 - Goto “Message” tap at the top of the email
 - Click the “Junk” button
 - Select “Not Junk” from the drop-down menu



It is always preferable to whitelist all important senders when you are expecting emails from them.

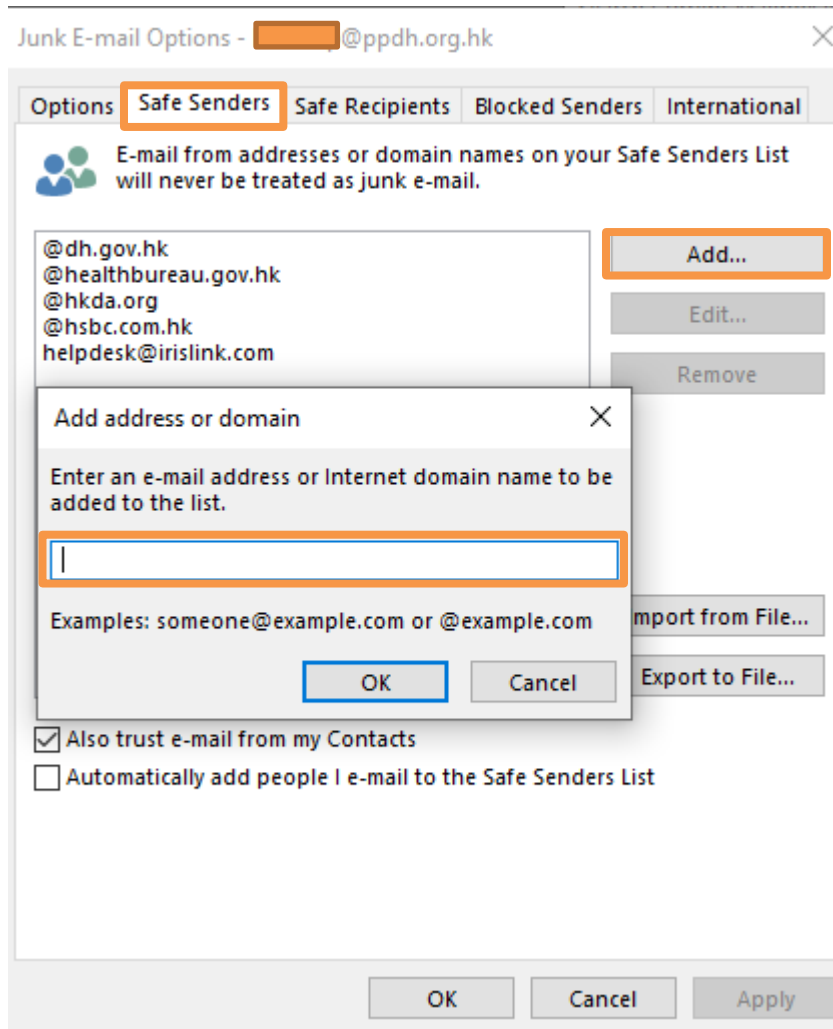
2. Whitelist important senders

- Go to the "Home" tab at the top of the Outlook window.
- Click the "Junk" button.
- Select "Junk E-mail Options" from the drop-down menu



To add an email address or domain to the Safe Sender list:

1. In the "Junk E-mail Options" dialog box, go to the "Safe Senders" tab.
2. Click the "Add" button.
3. Type the email address or domain that you want to add onto the Safe Sender list.
4. Click "OK" twice to save the changes.



To remove an email address from the Safe Sender list:

1. In the "Junk E-mail Options" dialog box, go to the "Safe Senders" tab.
2. Select the email address or domain you want to remove from the Safe Sender list.
3. Click the "Remove" button.
4. Click "OK" to save the changes.

