

Manage blocked senders and allowed senders with MIT spam filtering

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Questions

- How do I add an email address or domain to my "bad senders" or "good senders" list?
- black list or white list
- View and release quarantined messages

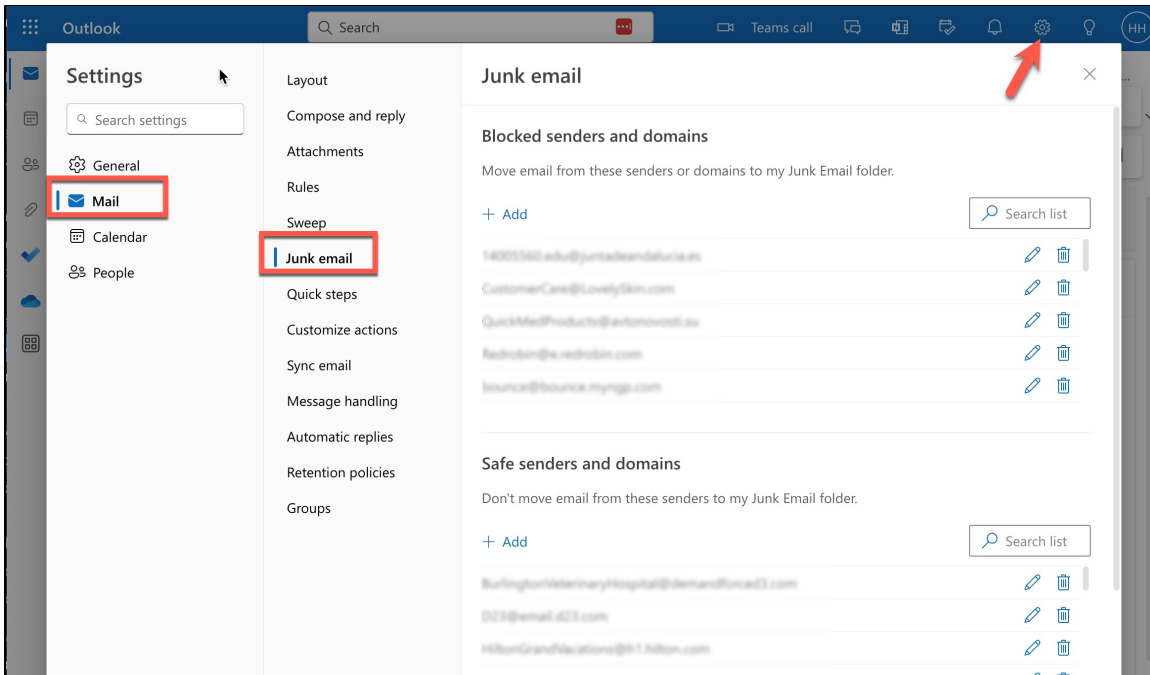
Context and Notes

- MIT IS&T uses a spam filter to protect MIT email: [Spam Filtering Landing Page](#)
- It can take up to an hour for your block/allow lists to sync with the server. In the interim you may still see messages from blocked senders delivered to your inbox or messages from allowed senders delivered to your Junk folder.
- Spam Filtering does not allow you to block senders inside your organization (with an @mit.edu address). A workaround for this is to use [Filters](#). If you believe that senders with @mit.edu email addresses have been caught by the spam filter, please send email to the IS&T Service Desk with full details concerning the message in question so that the it can be investigated further. Many times, the mail appears to have been sent from a @mit.edu address, but was actually sent using another sending service (such as Mailchimp, Mailjet, etc.)

Manage your "blocked" or "safe" lists

With Outlook on the Web

1. Visit <https://outlook.office.com> and login.
2. Open Settings (gear icon in the upper-right).
3. Select **Mail > Junk Email**



4. From this screen you can add and remove users from your blocked and safe senders lists.

With Outlook for Windows

See: [Microsoft's Block or Unblock Senders](#)

All other email clients

As of this time, no other email clients allow you to manage your Safe Senders and Blocked Senders lists. While you can move messages to/from the Junk folder and review the Junk folder, none of these actions will affect your Safe Senders and Blocked Senders lists.

View and release quarantined messages

Microsoft Office 365, MIT's email provider, implements numerous systems to protect users from spam and phishing attempts. Once such system is Microsoft Defender Quarantine, which catches and holds potentially dangerous or unwanted messages.

If you suspect an email you're expecting may have been quarantined you can check and if necessary, request that it be released via the [Quarantine Tool](#).