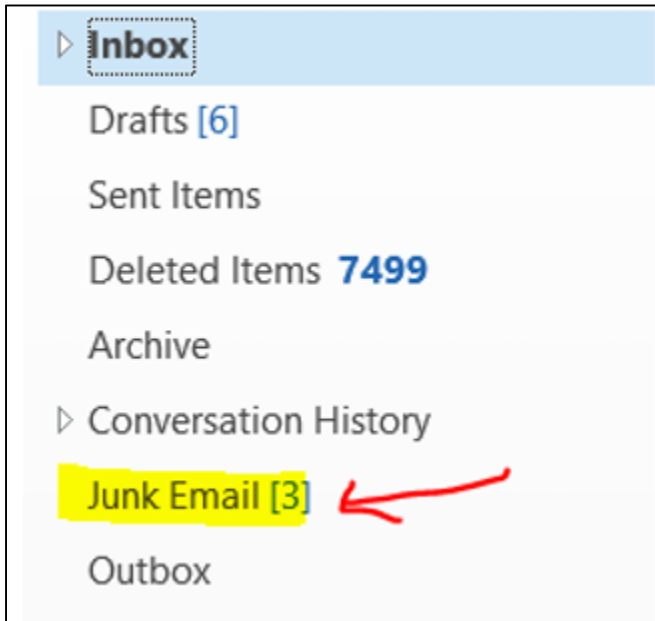


Junk Mail Folder FAQ – Outlook Client

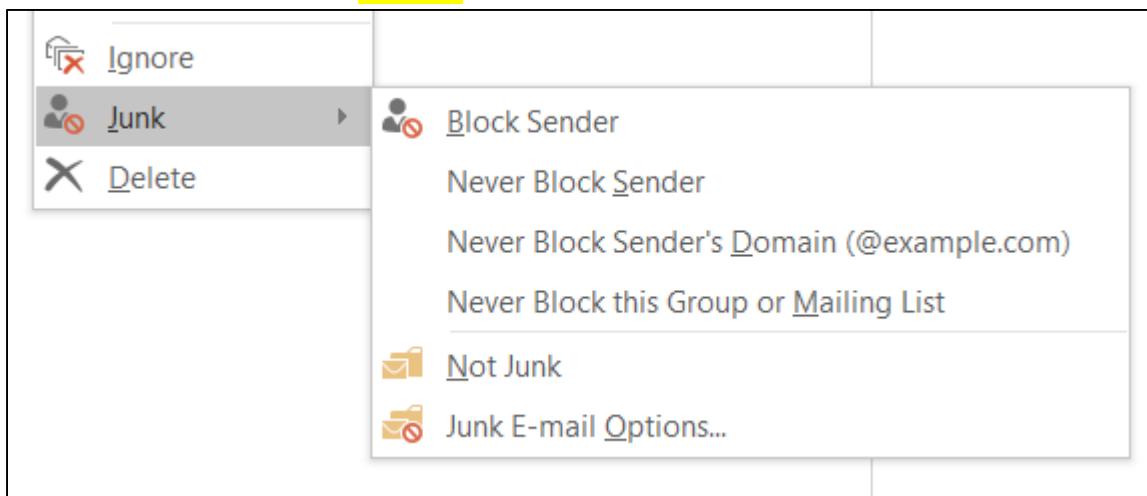
Q: Where is my junk mail folder?

A: Your “Junk Email” folder is generally listed below your “Deleted Items” and above your “Outbox”

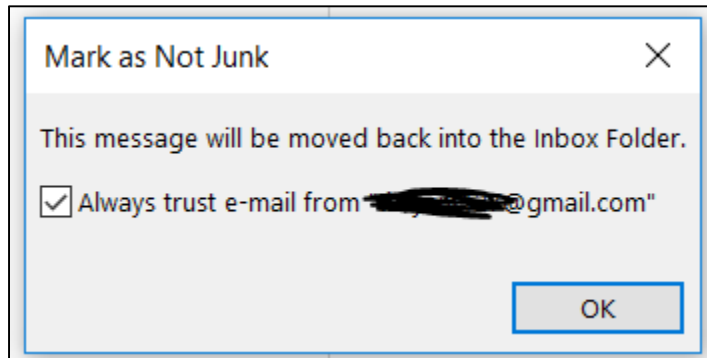


Q: How to I remove something from my Junk Mail folder?

1. Right-click Message in your Junk Email folder
2. Go to “Junk” menu and click “Not Junk”



3. You may be prompted with this message. Check "Always trust ..." if you want to add that email to your Safe Sender's list.



Q: How long will Junk/Spam emails be saved?

A: Junk emails will be retained for **30 days before they are permanently deleted with no backups available.**