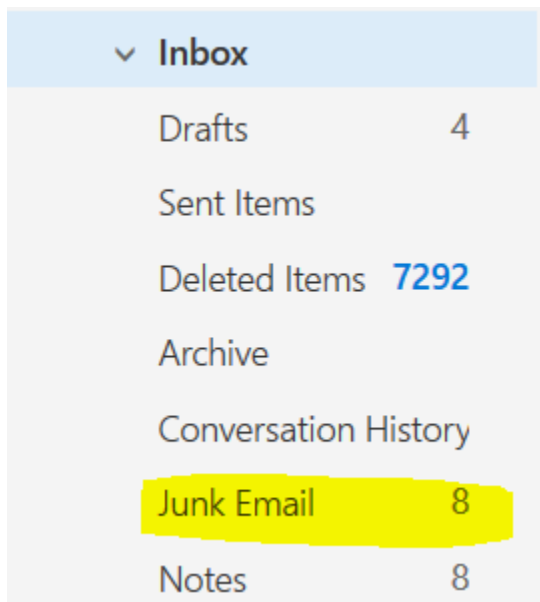


## Junk Mail Folder FAQ (Outlook on Office 365)

### Q: Where is my junk mail folder?

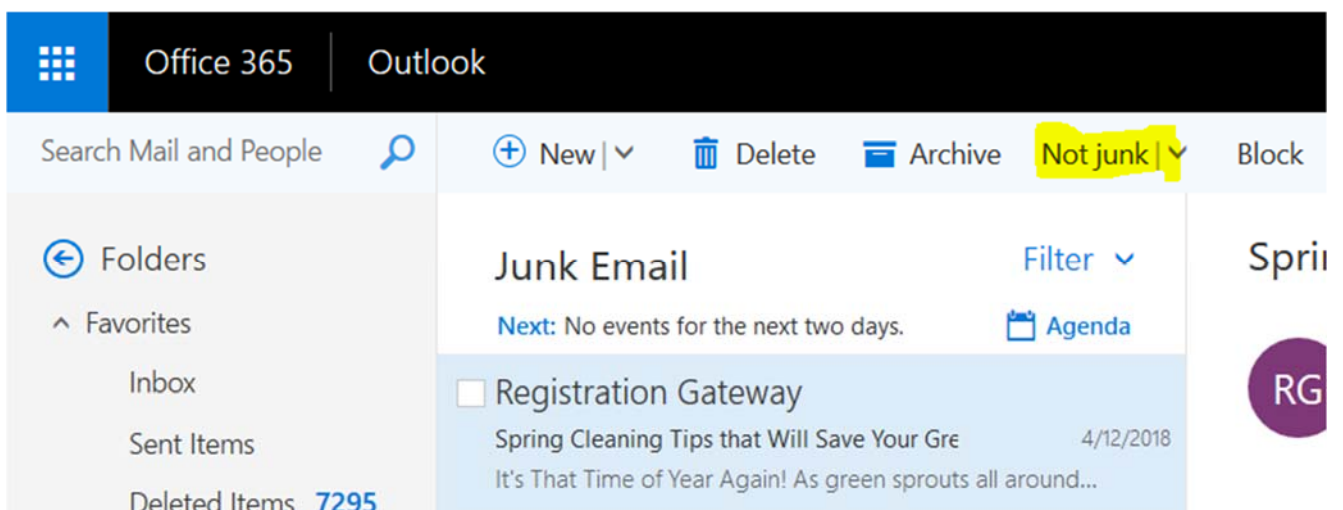
A: Open Outlook in Office 365 (<https://outlook.office.com>) Your “Junk Mail” folder is below your “Deleted Items”.



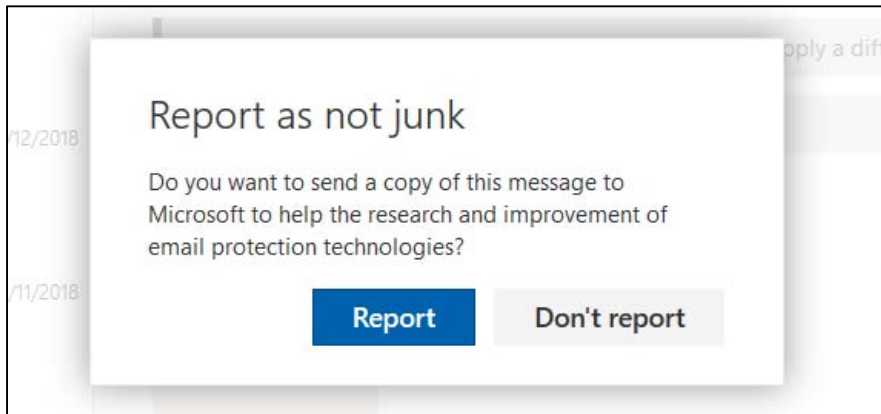
### Q: How to I remove something from my Junk Mail folder?

A:

1. Select message in your Junk Mail folder.
2. Click “Not Junk” button in the top toolbar. **Note: This will automatically add the recipient to your Safe Sender list.**



3. You may be prompted if you want to report to Microsoft. This is generally safe, but it is essentially forwarding a copy of the message to [junk@office365.microsoft.com](mailto:junk@office365.microsoft.com). **Do not report anything with confidential or sensitive information.**



**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.**