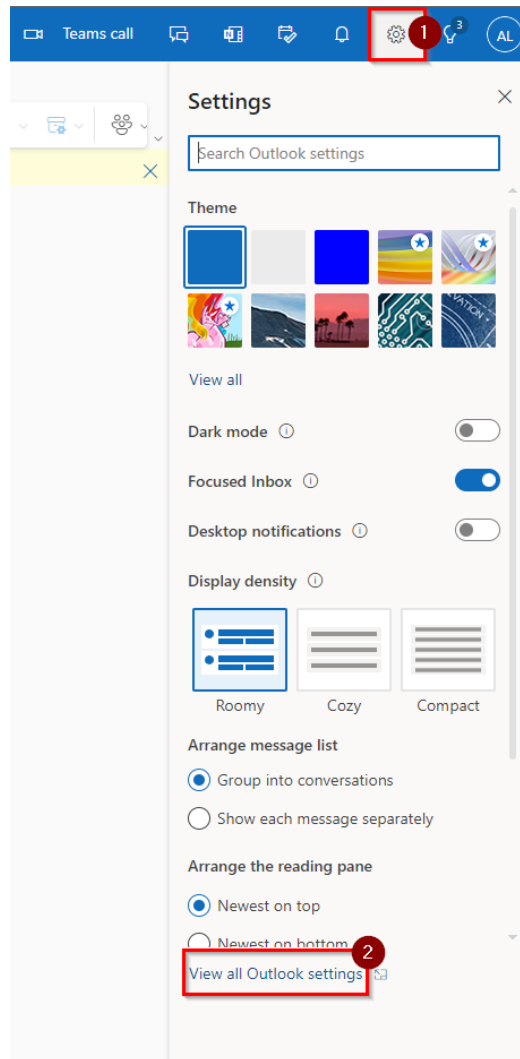


# Using Microsoft Outlook's Report Message Function

## Steps for Verifying Inbox Rules for Flagged Senders in Outlook on the Web

1. In Outlook on the web, locate and select the gear icon toward the top right of the window.



2. Select **View all Outlook settings**.
3. Navigate to the **Rules** tab and review any rules that could cause legitimate emails to be routed to the **Junk email** folder.
4. If an inbox rule is responsible for routing your legitimate emails to the **Junk email** folder, disable the rule by selecting the slider until it turns gray. Any future emails that fit that rule will now be delivered to your inbox.

If an inbox rule was not responsible for routing your email to the **Junk email** folder, it might be junk. If you think the email was legitimate and mistakenly routed to the junk folder, contact your IT service desk for help.

**Settings**

Search settings

- General
- Mail**
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Layout

- Compose and reply
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- Sweep
- Junk email
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- Message handling
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- Groups

**Rules** ×

You can create rules that tell Outlook how to handle incoming email messages. You choose both the conditions that trigger a rule and the actions the rule will take. Rules will run in the order shown in the list below, starting with the rule at the top.

+ Add new rule

**4**  **Example Rule**

If the message was received from 'junkemail@domain.com', move the message to folder 'Junk Email' and stop processing more rules on this message.

[▶](#) [↑](#) [↓](#) [✎](#) [🗑️](#)

[If your rules aren't working, generate a report.](#)