How can I make sure web support tickets end up in my email and not in my junk/spam folder?

Our Outlook accounts at CU have a Safe Senders list and you can add <u>support@sompass.zendesk.com</u> to it so you will always receive our web support emails.

- 1. Follow instructions here for logging into your Office 365 account: <u>https://www.cu.edu/docs/office-365-sign-office-365</u>
- 2. Click Outlook on the far-left side of the screen



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3. Open the Settings sprocket in the upper-right side of the window

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4. At the bottom of the pane that opens, click "View All Outlook Settings".

View all Outlook settings 🚦

- 5. Click the "Mail" selection in the far-left Settings menu (see: figure 1).
- 6. In the next menu over that appears, click "Junk email"
- 7. In the Junk Email window scroll down and "+ Add" <u>support@sompass.zendesk.com</u> in your Safe Senders and Domain list.

Figure 1

Settings	Layout	Junk email	×			
 ✓ Search settings ⊘ General ⊂ Mail ⊡ Calendar & People View quick settings 	Compose and reply Attachments Rules Sweep Junk email Customize actions Sync email Message handling Forwarding Automatic replies Retention policies S/MIME Groups	Blocked senders and domains Move email from these senders or domains to my Junk Email folder. + Add This list is empty.				
		Safe senders and domains Don't move email from these senders to my Junk Email folder. + Add support@sompass.zendesk.com Filters Only trust email from addresses in my Safe senders and domains list and Safe mailing lists Image: Trust email from my contacts	✓ support ×			