



## Outlook: Managing Email Promotions & Junk Messages

On July 31, 2023, DTI rolled out functionality to identify Graymail messages and direct them to the "Promotions" folder within Outlook, helping streamline your inbox. Meanwhile, any detected Spam messages are routed to your "Junk" folder.

**Graymail** involves emails that recipients have consented to receive, albeit sometimes inadvertently. These emails usually pertain to promotional or marketing content from legitimate businesses. The value of Graymail varies for each user, as they may have signed up for newsletters or requested more information about retail products.

**Spam** typically refers to unsolicited emails sent in bulk, often without consent, intending to deceive or scam recipients. These messages are commonly associated with phishing and social engineering schemes.

**It's crucial to regularly review your "Promotions" and "Junk" folders, as emails may be incorrectly categorized. Below are several options to help you effectively manage these folders....**

**Drag-and-Drop to Teach the System:** If a message is incorrectly identified by the system, you can teach the system how to identify such messages correctly by dragging and dropping the message into the appropriate folder. For instance, if an important email is mistakenly placed in the Promotions folder, you can simply drag and drop it into your Inbox. On the other hand, if an email lands in your Inbox and it should be categorized as Graymail, you can drag and drop it into the Promotions folder. It is important to remember that the drag-and-drop method is only effective for emails no older than 7 days.

**Pin or Reposition the Promotions and Junk Email folders:** To make the Promotions and Junk Email folders more visible, you can move them to a more prominent location in your Outlook mailbox. You can do this by dragging each folder directly above your Inbox folder or by right-clicking on the folder and selecting "Add to favorites" to move them to your "Favorites" section.

**Display the "Unread Mail" folder under the Favorites section:** The Unread Mail folder displays unread messages located in your Inbox and Promotions folders. It does not include messages delivered to the Junk folder or any other shared or resource mailboxes. You will find the Unread Mail folder in your Outlook list under the Search Folders section. Simply right-click on the folder and select "Add to Favorites."

**Manage Spam Mail:** If Spam mail happens to make it to your Inbox or Promotions folder, you can block the sender of that message. Messages from a blocked sender will still be received, but future messages will be routed into the Junk folder. If a message from a valid sender is routed to the Junk folder, you can add the sender to the "Safe Senders List". Learn more about managing Spam at [Overview of the Junk Email Filter - Microsoft Support](#).