



# Student Quick Guide

**MERCER ONLINE**  
Mercer County Community College

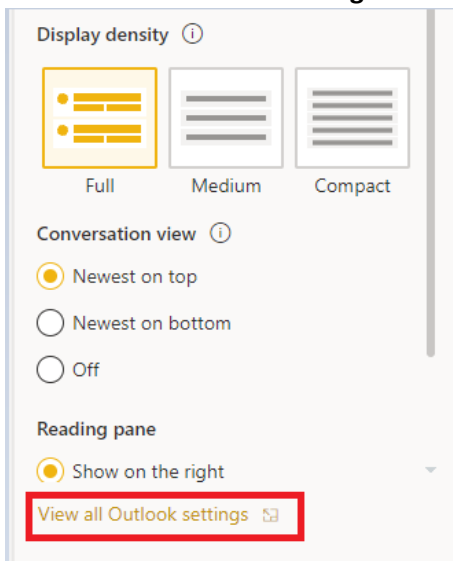
## Not Receiving Instructor Emails from Blackboard

With so many spam emails going around. You may find that you are not receiving emails that your instructor is sending through Blackboard. There is a setting in your email that you can adjust to ensure you receive those emails. This document will show you how to update that setting so you can receive these important emails.

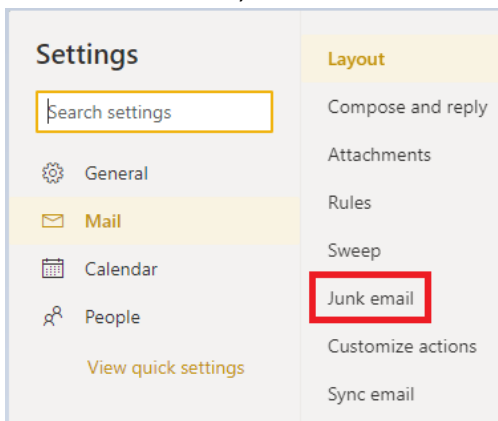
1. Login to your Mercer student email.
2. Click the Gear.



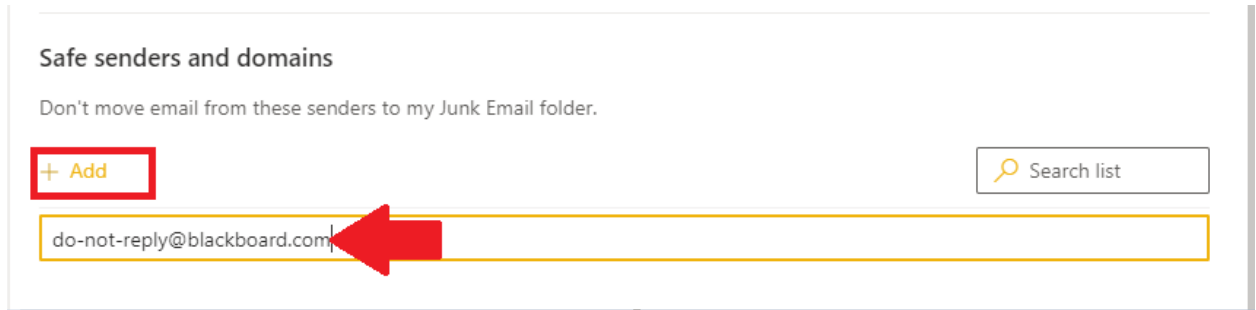
3. Click **View All Outlook Settings**



4. On the mail menu, Click **Junk Email**



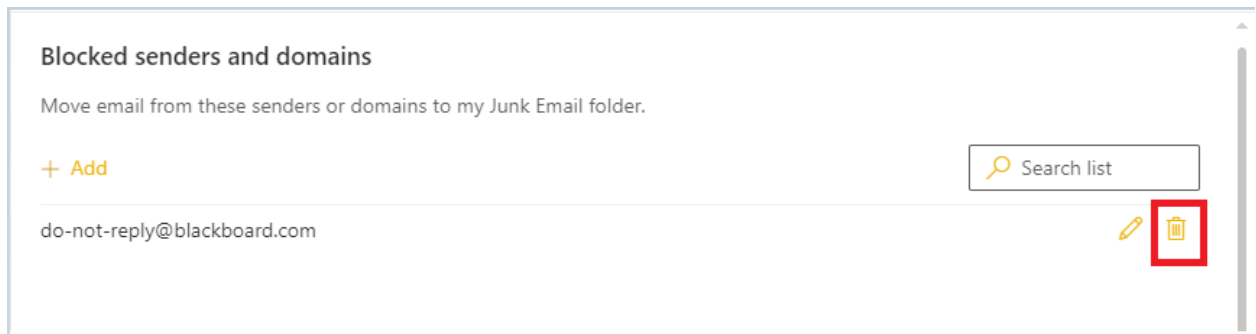
5. Under Safe senders and domains, click the Add link and type: [do-not-reply@blackboard.com](mailto:do-not-reply@blackboard.com). Hit your enter key to save



6. Hit your enter key on your keyboard and click the **Save** button

If you find the email in the **Blocked senders** area, Follow steps 1-4 from above and do the following below:

1. Under **Blocked senders and Domain**, click the Trash Can

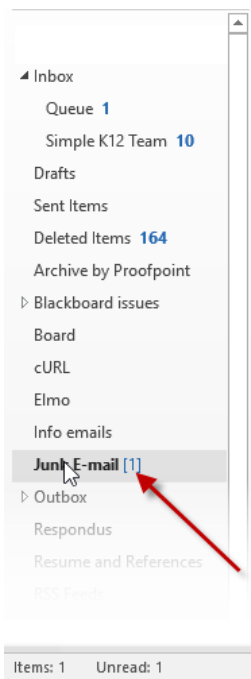


2. Hit your enter key on your keyboard and click the **Save** button

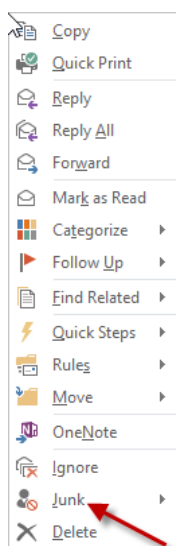
## Desktop version of Outlook

You will need to check your "Spam" or "Junk" folder to see if your emails have gone there.

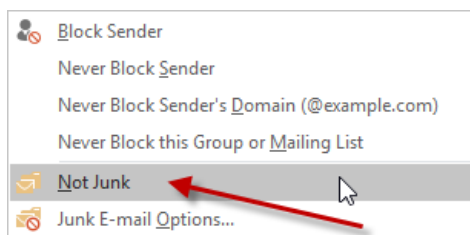
1. First, locate your "Junk E-Mail" folder and click



2. Locate the email(s) that are from Blackboard, then right click and you will see the following menu options



3. Scroll to Junk and then you will see the following options in which you will click "Not Junk"



After you click this option, ONLY this email will return to the inbox, but all FUTURE emails from this sender address will go into the INBOX.

If you have any questions please contact MercerOnline at [merceronline@mccc.edu](mailto:merceronline@mccc.edu)



[merceronline@mccc.edu](mailto:merceronline@mccc.edu)