Not Receiving Instructor Emails from Blackboard

It is a common issue to find that you are not receiving emails that your instructor is sending through Blackboard. There is a setting in your email that is preventing these messages from coming through. This document will show you how to update that setting so you can receive these important emails.

- 1. Login to your YSU email.
- 2. Click the **Gear**.

3.

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Click View all Outlook Settings.						
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Conversation view						
Newest messages on top						
Newest messages on bottom						
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Reading pane						
• Show on the right						
Show on the bottom						
Hide						
View all Outlook settings 53						

4. On the mail menu, click Junk Email. Settings Layout Compose and reply ✓ Search settings Attachments £ General Rules 🗠 Mail Sweep :::: Calendar Junk email R People Customize actions View quick settings Sync email Message handling Automatic replies Groups

5. Under Blocked Senders and Domain, click the **Trash Can** for <u>do-not-reply@blackboard.com</u>.

Blocked senders and domains	
Move email from these senders or domains to my Junk Email folder.	
+ Add	✓ Search list
do-not-reply@blackboard.com	Ø 🔟

6. Lastly, click Save.