

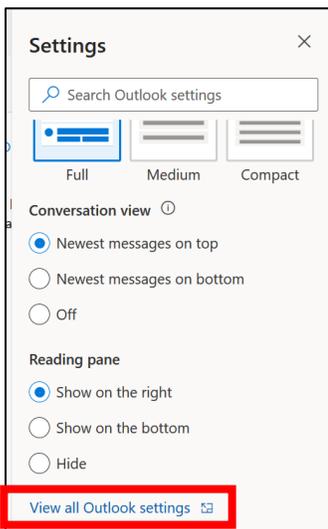
Not Receiving Instructor Emails from Blackboard

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.

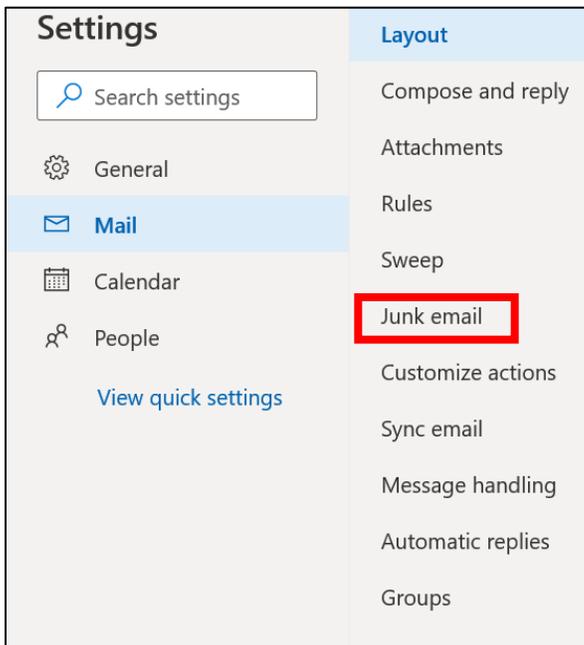
1. Login to your YSU email.
2. Click the **Gear**.



3. Click **View all Outlook Settings**.



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



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

Blocked senders and domains

Move email from these senders or domains to my Junk Email folder.

[+ Add](#) Search list

do-not-reply@blackboard.com  

6. Lastly, click **Save**.