How to stop an email going into your junk folder:

If you find that there is a message in your junk email that you'd like to come into your inbox, please follow the steps below:

1. Take a look at your junk folder on your email browser. It usually at the bottom of your folder list.

![Image of email browser showing junk email]

2. Go to the email you want to take out of the junk folder and right click over it using your mouse/touchpad. It will look like this:

![Image of email browser showing email being right clicked]

By following these steps, you should be able to stop an email from going into your junk folder.
3. Hover your mouse over ‘Junk’ and select ‘not junk’.

Now you should see the message pictured below. Click ok and this email will now go back into your inbox and future emails will also go into your inbox.