

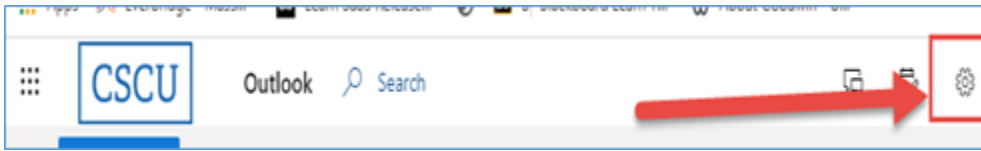
If you are having trouble receiving emails from your Faculty or Students sent from your Blackboard Course, it may be caused by three possible problem areas:

- You are forwarding your College Email
- You have blackboard.com in your Blocked Senders List

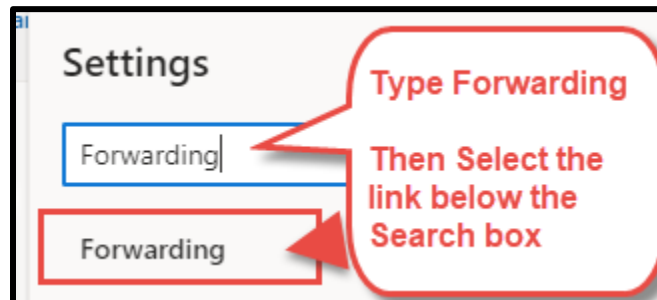
TO FIX ANY OF THESE ISSUES PLEASE REVIEW THE FOLLOWING

How to stop forwarding your mail to a Personal Email Account.

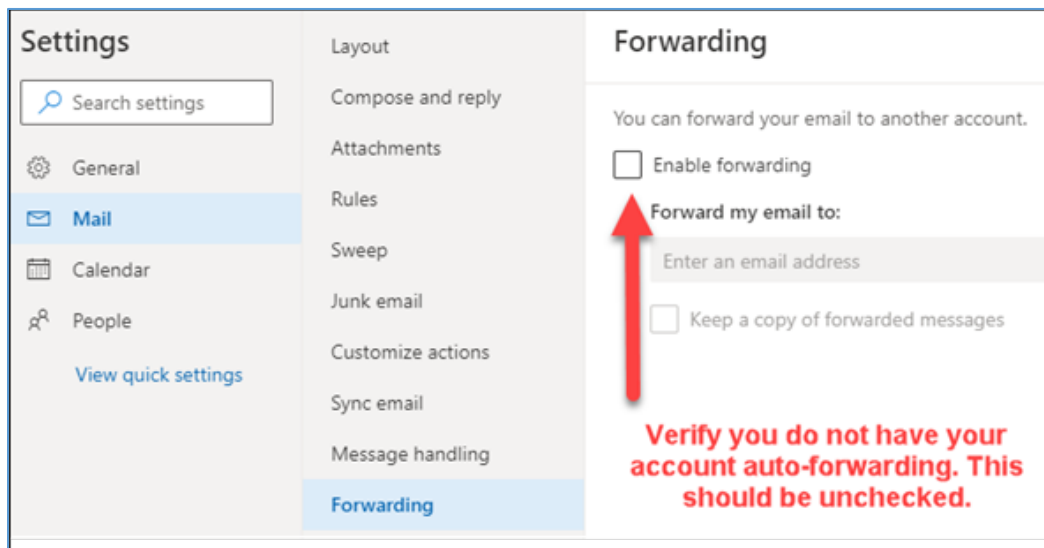
From within your College Office 365 Email account, in the upper right-hand corner, open settings:



Your O365 Settings box will open. Type the word **Forwarding** in the Search box and click the bottom link below the Search box:

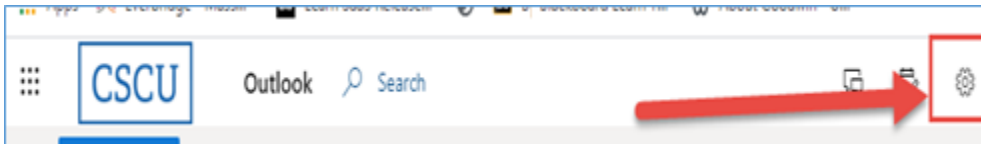


A page showing your Forwarding settings will display. Make sure you do not have a check mark in the Enable Forwarding box.

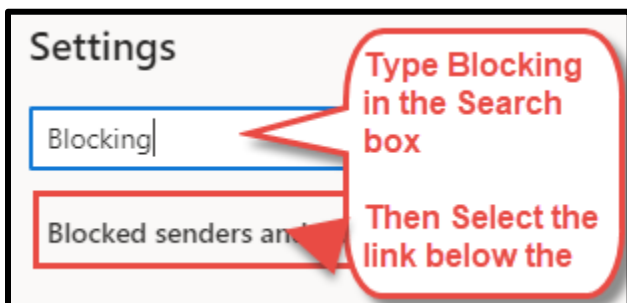


How to check your Blocked Senders settings

From within your College Office 365 Email account, in the upper right-hand corner, open settings:

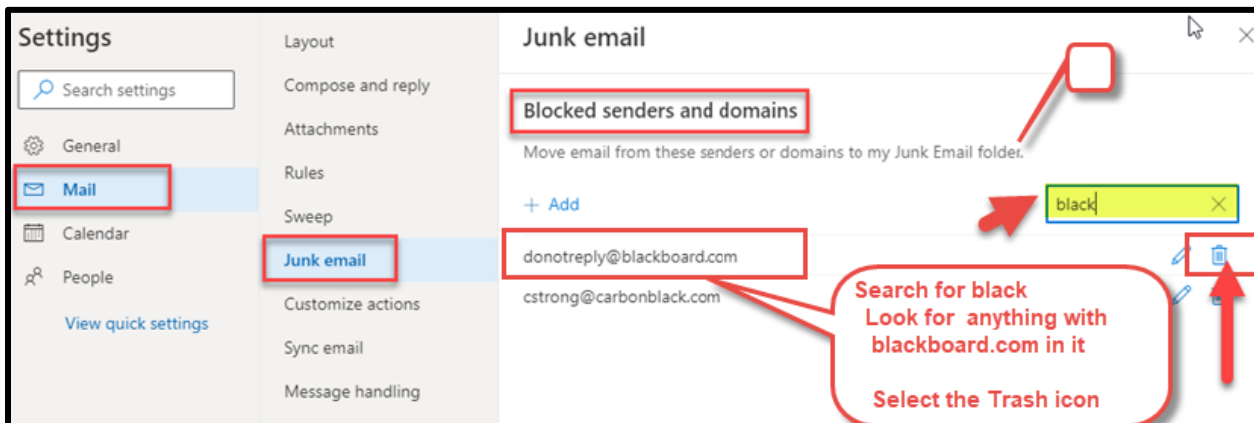


Your O365 Settings box will open. Type the word **Blocking** in the Search box and click the bottom link below the Search box:



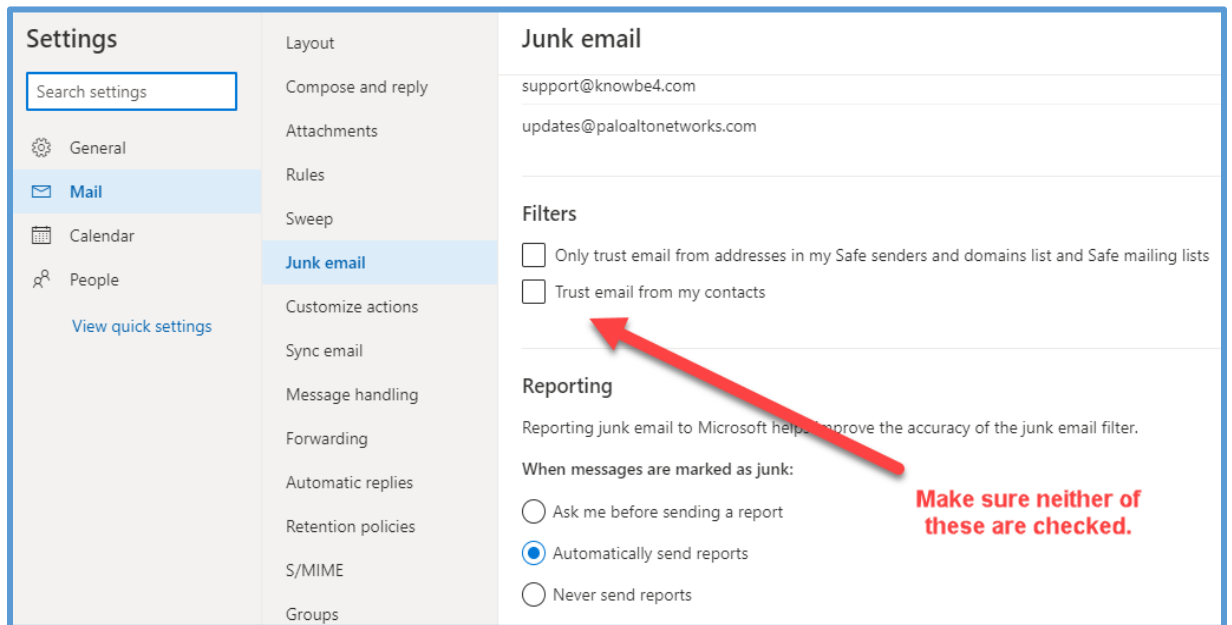
A page showing your Junk Email settings will display.

First, at the top, in the Blocked senders and domains section search field, type "black":



- Look for anything with blackboard.com in it
- Select the Trash icon next to it to remove it from your Blocked Senders list.

Then, **scroll down to the Filters section** on the same Junk Email page:



- Verify neither option are checked.

For any other Email related issues not covered in this document, link to the Office 365 Support page [here](#).