

Managing Junk E-mail Folder in Outlook 2010

Introduction

This document contains instructions for users on how to manage spam filters in Microsoft Outlook 2010.

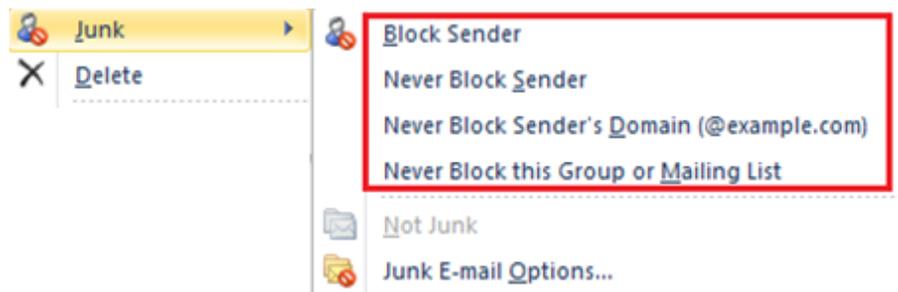
Manual Filtering of junk email messages

Outlook 2010 has options to quickly filter selected spam messages.

To manually filter a selected message:

- open **Outlook** and select **Mail** at the bottom of navigation pane
- right-click on spam message
- select **Junk** from short-cut menu

The shortcut menu displays a list of options for quick junk filtering.



Tab

Description

Block Sender

Selected message is moved to the junk e-mail folder and will be added to your blocked senders list.

Never Block Sender

Selected message is added to your Safe Senders List and will never be treated as Junk E-mail.

Never Block Sender's Domain

Selected message from sender's domain (e.g., @nercomp.org, @staples.com), will not be filtered as Junk E-mail.

Never Block this Group or Mailing List

Messages that use a distribution list may have the email address in the To, Cc or Bcc fields of the email you receive. In this case you would add them to the Never Block this Group or Mailing List to ensure that messages are not filtered as junk E-mail

- click a filtering option from short-cut menu

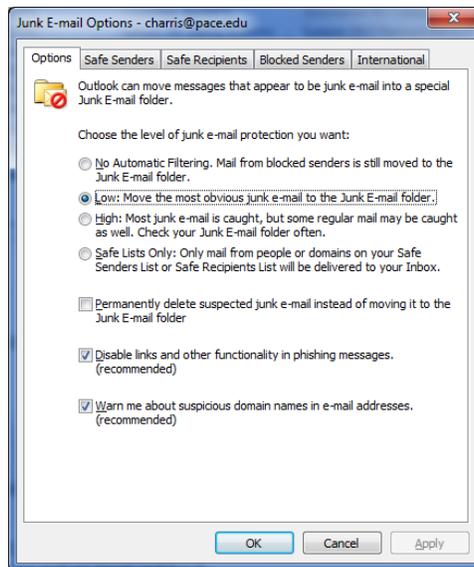
Setting Junk E-mail Filter Protection Level

The junk e-mail filter protection level in Microsoft Outlook 2010 is set to Low. This default setting will catch the most obvious spam.

To change the level of junk e-mail protection:

- open **Outlook** and select **Mail** at the bottom of navigation pane
- on the **Home** tab, click **Junk** button
- select **Junk E-mail Options...**

The *Junk E-mail Options* screen displays:



Protection Level

No Automatic Filtering. Mail from blocked senders is still moved to the Junk E-mail folder.

Low: Move the most obvious junk e-mail to the Junk E-mail folder.

High: Most junk e-mail is caught, but some regular mail may be caught as well. Check your Junk E-mail folder often.

Description

Outlook will not apply any automatic filtering. Only messages sent from your Blocked Senders list will be sent to your Junk E-Mail folder.

This feature will be selected by default. Outlook will use a built in filter that will send incoming messages that have a high likelihood of being spam to your Junk E-Mail folder.

This feature uses an automatic filter that will send most incoming messages that appear to be spam to the Junk E-Mail folder. This filter offers higher protection from spam but may accidentally move legitimate e-mail messages to the Junk E-mail Folder.

Safe List Only: Only mail from people or domains on your Safe Senders List or Safe Recipients List will be delivered to you Inbox

This is the strictest automatic filter that Outlook offers. Outlook will send incoming e-mail from every sender to your Junk E-Mail folder unless the user has specified otherwise on their Safe Senders or Safe Recipients list.

Additional displayed options include:

- Permanently delete suspected junk e-mail instead of moving it to the Junk E-mail folder.
 - Disable links and other functionality in phishing messages (recommended)
 - Warn me about suspicious domains names in e-mail addresses(recommended)
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- choose your desired level of junk e-mail protection
 - click **OK** to accept all changes

Note: Some emails in your Inbox may be re-classified as spam and moved to the Junk E-mail folder

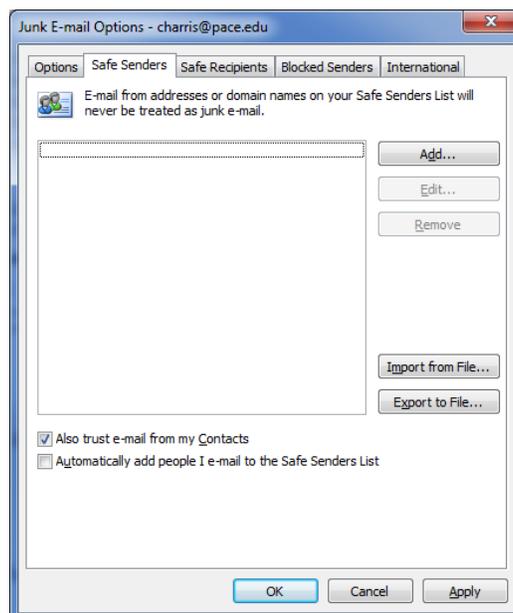
Customizing the Junk E-mail Filtering

The *Safe Senders*, *Safe Recipients* and *Blocked Senders Lists* are where e-mail addresses and domain names are added to customize your junk e-mail filtering.

To manage your Safe Senders, Safe Recipients, or Blocked Senders List:

- open **Outlook** and select **Mail** at the bottom of navigation pane
- on the **Home** tab, click **Junk** button
- select **Junk E-mail Options...**

The *Junk E-mail Options* dialog box displays:



<u>Tabs</u>	<u>Description</u>
Safe Senders	Email addresses and domain names you add will never be treated as junk.
Recipients List	If you belong to mailing lists or distribution lists, you can add the email addresses to your Safe Recipients List
Blocked Senders List	Blocked Senders list is used to filter incoming emails. Any e-mail address or domain added to the list will be blocked and messages are sent to your Junk E-Mail folder.
International	Outlook lets you block unwanted email messages that come from particular countries/regions. You can select or deselect items from the Blocked Top-Level Domains List or the Blocked Encoding List

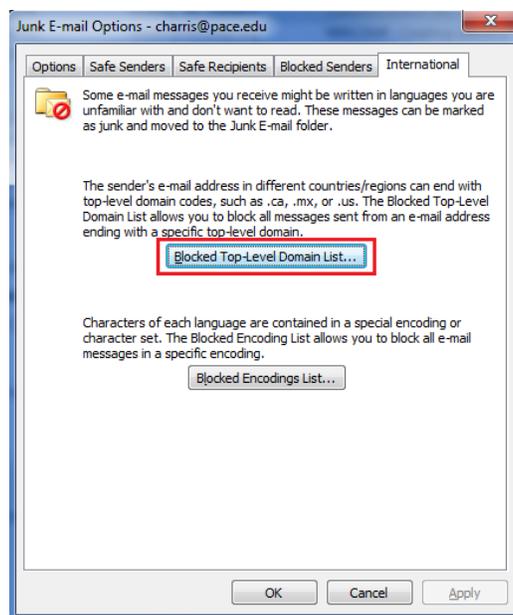
- click **Safe Senders List**, **Safe Recipients List** or **Blocked Senders List** tab
- click **Add**
- type *e-mail address* or *Internet domain name*

Note: you can specify an e-mail address, such as **jd@e.com** or **Internet domain @e.com**, or **e.com**. You can also edit and/or remove existing entries.

- click **OK**

Blocking messages from particular country/region codes:

- select **International** tab and click **Blocked Top-Level Domain List**

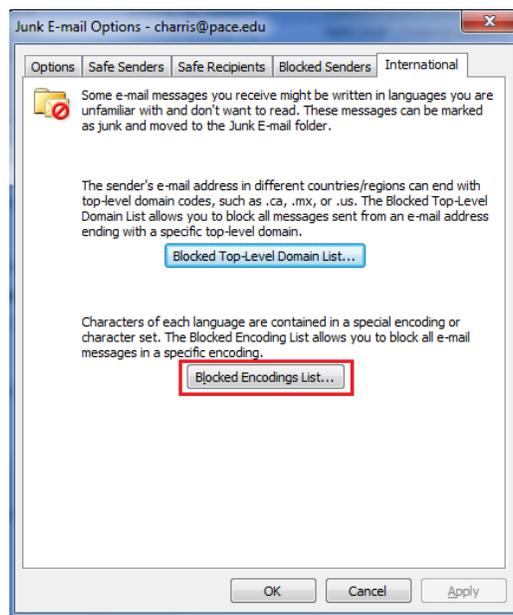


- select one or more countries/regions
- click **OK**
- click **OK**

You can also block all email addresses in language encodings — also known as character sets, or alphabets — that you specify. Today, most junk email is sent in the US-ASCII encoding. The remainder is sent in various international encodings. By using the Blocked Encodings List, you can filter out unwanted email messages that are displayed in languages that you don't understand.

To block messages in unfamiliar alphabets

- click **Blocked Encodings List** button



- select the language encoding that you want to block or click **Select All**
- click **OK**
- click **OK**