Junk Email Filters – Internet Explorer

Outlook Webmail provides a junk email filter. This filter is activated by phrasing, font styles (e.g., all caps), and symbols (e.g., dollar signs) that are characteristic of junk email messages. The filter cannot be completely accurate, so you should refine the filter by customizing the Safe Senders, Safe Recipients, and Blocked Senders lists.

NOTE: Filtered messages are sent to the Junk E-mail folder and will count against your email account quota.

Turning On/Off the Junk Email Filter

Using Junk E-mail filters will make email more efficient and convenient.

1. From the toolbar, click OPTIONS
   The Options screen appears.
2. From the Options list, select Junk E-Mail
   The Junk E-Mail options appear.
3. To turn off your junk email filter, select Do not filter junk e-mail
   To turn on your junk email filter, select Automatically filter junk e-mail
4. OPTIONAL: If your filter is on, to send all incoming messages to the Junk E-mail folder except for entries in your Safe lists, select Treat all e-mail as junk unless it comes from someone in my Safe Senders or Safe Recipients lists, or from senders in my organization
   WARNING: Selecting this option may send desirable messages to the Junk E-mail folder. Be sure your Safe Senders and Safe Recipients lists are up to date at all times.
5. Click SAVE
   The changes are saved.

Deleting Messages from the Junk E-mail Folder

Deleting individual or series of messages from the Junk E-mail Folder sends them to the Deleted Items folder. To permanently delete all messages in the Junk E-mail folder, refer to Emptying the Junk E-mail Folder.

Deleting a Message in the Junk E-mail Folder

1. From the Outlook Navigation pane, click MAIL
2. From the Folders list, click JUNK E-MAIL
   The Junk E-mail folder appears in the Reading Pane
3. Select the message(s) you want to delete
4. Click DELETE
   The message is sent to the Deleted Items folder.

Emptying the Junk E-mail Folder

WARNING: Emptying the Junk E-mail folder will not send messages to the Deleted Items folder. The messages will be permanently deleted.
1. From the Outlook Navigation pane, click MAIL.
2. From the Folders list, right click JUNK E-MAIL » select Empty Junk E-Mail
   A confirmation dialog box appears.
3. Click OK
   The Junk E-mail folder is emptied.

Managing Safe Senders

The Safe Senders list allows you to indicate what messages are not junk email. If you receive a message from an email address or domain name found in the Safe Senders list, it will not be filtered. You can add, edit, and remove entries in the Safe Senders list.

1. Be sure the junk email filter is on
2. From the toolbar, click OPTIONS.
   The Options screen appears.
3. From the Options list, select Junk E-Mail
   The Junk E-Mail options appear.
4. If the Manage Safe Senders List options do not appear, select Manage Safe Senders List
   The list's options appear.
5. To add an entry
   a. Click ADD
   b. In the Safe Senders list, type the email address (e.g., doeja@sbcglobal.net) or the domain name (e.g., cvtc.edu) of the safe sender
      NOTE: For domains, you do not need to type the @.
      HINT: Adding a domain name to your Safe Senders list ensures that all email addresses ending in that domain will not be sent to your Junk E-mail folder unless that address is blocked.
   c. Press [Enter]
      The sender is added.
6. To edit an entry
   a. From the Safe Senders list, select the entry you want to edit
   b. Click EDIT
   c. Make your desired changes
   d. Press [Enter]
      The entry is edited.
7. To remove an entry
   a. From the Safe Senders list, select the entry you want to remove
   b. Click REMOVE
      The entry is removed.
8. To indicate all contacts as safe senders, select Also trust e-mail from my Contacts
9. Click SAVE.
   The changes are saved.

Managing Safe Recipients

The Safe Recipients list allows you to specify email addresses or domain names that will not filter the messages you send to them. You can add, edit, and remove entries in the Safe Recipients list.

1. Be sure the junk email filter is on
2. From the toolbar, click **OPTIONS**.
   The **Options** screen appears.

3. From the **Options** list, select **Junk E-Mail**.
   The **Junk E-Mail** options appear.

4. If the **Manage Safe Recipients List** options do not appear, select **Manage Safe Recipients List**.
   The list's options appear.

5. To add an entry:
   a. Click ADD
   b. In the **Safe Recipients** list, type the email address (e.g., doeja@mymail.tcc.fl.edu) or the domain name (e.g., TCC) of the safe recipient.
      NOTE: For domains, you do not need to type the @.
      HINT: Adding a domain name to your **Safe Recipients** list ensures that all email addresses ending in that domain will not be sent to their **Junk E-mail** folder unless your address is blocked.
   c. Press [Enter]
      The recipient is added.

6. To edit an entry:
   a. From the **Safe Recipients** list, select the entry you want to edit
   b. Click EDIT
   c. Make your desired changes
   d. Press [Enter]
      The entry is edited.

7. To remove an entry:
   a. From the **Safe Recipients** list, select the entry you want to remove
   b. Click REMOVE
      The entry is removed.

8. Click **SAVE**.
   The changes are saved.

### Managing Blocked Senders

The **Blocked Senders** list allows you to indicate what messages are junk email. If you receive a message from an email address or a domain name found in the **Blocked Senders** list, it will automatically be sent to the **Junk E-mail** folder. You can add, edit, and remove entries in the **Blocked Senders** list.

1. Be sure the junk email filter is on.

2. From the toolbar, click **OPTIONS**.
   The **Options** screen appears.

3. From the **Options** list, select **Junk E-Mail**.
   The **Junk E-Mail** options appear.

4. If the **Manage Blocked Senders List** options do not appear, select **Manage Blocked Senders List**.
   The list's options appear.

5. To add an entry:
   a. Click **ADD**
   b. In the **Blocked Senders** list, type the email address (e.g., doeja@hotmail.com) or the domain name (e.g., freeweb.net) of the sender you want to block.
      NOTE: For domains, you do not need to type the @.
      HINT: Adding a domain name to your **Blocked Senders** list ensures that all email addresses ending in that domain will be sent to the **Junk E-mail** folder unless you have added their full address in the **Safe Senders** list.
c. Press [Enter]
The sender is blocked.

6. **To edit an entry**
   a. From the *Blocked Senders* list, select the entry you want to edit
   b. Click **EDIT**
   c. Make your desired changes
   d. Press [Enter]
The entry is edited.

7. **To remove an entry**
   a. From the *Blocked Senders* list, select the entry you want to remove
   b. Click **REMOVE**
The entry is removed.

8. **Click SAVE**
The changes are saved.