Office 365 (Outlook 2013) – Overview of the Junk Email Filter

No one likes spam or junk email. The Outlook 2013 Junk Email Filter doesn’t stop delivery of junk email messages, but does the next best thing – it moves suspected spam to the Junk Email folder.

We recommend you regularly review messages in the Junk Email folder to check for legitimate messages that were incorrectly classified as junk. If you find a message that isn’t junk, drag it back to the Inbox or any other folder. You can also mark the item as not junk by doing the following:

- Click **Home > Junk > Not Junk**.

By default, the Junk Email Filter is turned on and the protection level is set to **No Automatic Filtering**. You can make the filter more aggressive by changing the level of protection that it provides. The Junk Email Filter evaluates each incoming message based on several factors. These can include the time when the message was sent and the content of the message.

Choose the level of junk e-mail protection you want:

- **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.
- **Safe Lists Only**: Only mail from people or domains on your Safe Senders List or Safe Recipients List will be delivered to your Inbox.

To change the options for the Junk Email Filter, do the following:

- **Click** **Home > Junk > Junk Email Options**.
Junk Email Filter Lists

While the Junk Email Filter checks your incoming messages automatically, Junk Email Filter Lists let you control what is considered spam. You can add names, email addresses and domains to these lists so the filter doesn't check messages from sources you trust, or blocks messages that arrive from specific email addresses and domains you don't know or trust.

Safe Senders List Email addresses and domain names in the Safe Senders List are never treated as junk email, regardless of the content of the message. You can add your Contacts and other correspondents to this list. If you use a Office 365 account, all names and addresses in the global address list (GAL) are automatically considered safe.

Note: All Voice Mail to Email Users Please make sure that you add the voicemail domain to your Safe Senders List so that your voice mails will be delivered to your Inbox and not to your Junk Email Folder. The domain that needs to be entered is @voicemail.usm.edu.
**Safe Recipients List**  If you belong to a mailing list or a distribution list, you can add the list sender to the Safe Recipients List. Messages sent to these email addresses or domain names are never treated as junk, regardless of the content of the message.

**Blocked Senders List**  You can easily block messages from particular senders by adding their email addresses or domain names to the Blocked Senders List. When you add a name or email address to this list, Outlook moves any incoming message from that source to the **Junk Email** folder. Messages from people or domain names that appear in this list are always classified as junk, regardless of the content of the message.

**Blocked Top-Level Domains List**  To block unwanted email messages from another country/region, you can add country/region codes to the Blocked Top-Level Domains List. For example, checking the CA [Canada], US [United States], and MX [Mexico] boxes in the list blocks messages from email addresses that end in .ca, .us, and .mx.

**Blocked Encodings List**  To block unwanted email messages that appear in another character set or alphabet, you can add encodings to the Blocked Encodings List.
Recommendations

Update Your E-Mail Client
How to Turn Off Your Junk E-Mail Filter
How to UnJunk Wanted E-Mail
How to Junk Unwanted E-Mail
Changing the Level of Junk E-Mail Protection
Trusted Contacts
Reporting Junk E-Mail

(each of the above could be set as hyperlinks to this below information)

**Recommendations**
Some users have reported that legitimate pieces of e-mail are being delivered directly to their Junk E-Mail folders.
This is usually caused by the local client Junk E-Mail filter (enabled by default) in e-mail clients such as Outlook. Below are some tips about how to control your junk e-mail.

**Update Your E-Mail Client**
Outlook 2010 & 2013:
- Click on the **Start** button, click on **All Programs**
- Click **Windows Update**
It will prompt you if there are any updates available
Outlook 2011 for Mac users:
- Click Help and then Check for Updates
  It will prompt you if there are any updates available

**How To Turn Off Your Junk E-Mail Filter**

Outlook 2010 & 2013:
- Click on the Home tab, click on Junk within the Delete section, and then select Junk E-Mail Options...
- Under the Options tab, select No Automatic Filtering.
Outlook 2011:
- Click Tools and then Junk E-mail Protection...
- Click None.

Outlook Web App (OWA) outlook.com/usm.edu:
- Log in to your account through OWA (outlook.com/usm.edu)
- Click on the gear icon in the top right
- Click Options
- Click on Block or Allow
- Click Don't move mail to my Junk E-Mail folder
- Click Save to save the changes

Note: Doing this will increase the amount of spam you receive.

**How to UnJunk Wanted E-Mail**
You should check your Junk E-mail folder periodically to ensure that you are not missing valid messages. While reviewing your Junk E-mail folder, if you find a messages that shouldn't have been marked as junk, you can correct it in few different ways.

Right-click the message. Hover over Junk...

Then select one of the following options:
- Never Block Sender - future messages from this address will not be marked as Junk
- Never Block Sender's Domain - future messages from this domain (for example "@gmail.com") will not be marked as Junk
- Never Block this Group or Mailing List
- Not Junk - A dialog box will open, telling you that the message will be moved to your Inbox, and giving you the option of always trusting the sender (which is the equivalent of Never Block Sender, described above) and/or trusting all messages sent to your address.

Note: If you just drag/drop the message out of the Junk E-mail folder it will not train your client about allowing messages from the sender in the future. Any further messages will continue to go into the Junk E-mail folder unless you follow the above directions.

**How to Junk Unwanted E-Mail**
Along the same lines of unjunking e-mail, if you find a junk message that wound up in your Inbox or any other folder, you can simply delete it, or treat all future messages from the sender as junk.

Right-click the message. Hover over Junk and select Block Sender.

Note: If you just drag/drop the message out of the Inbox it will not train your client about blocking messages from the sender in the future. Any further messages will continue to go into the Inbox folder unless you follow the above directions.
Changing the Level of Junk E-Mail Protection
Outlook 2010 & 2013:
1. In Mail, on the Home tab, in the Delete group, click Junk, and then click Junk E-mail Options.
2. On the Options tab, select the level of protection that you want.
   - No Automatic Filtering: Although this turns off the automatic Junk E-mail Filter, messages are still evaluated by using the domain names and e-mail addresses in your Blocked Senders List.
     o Note: If you want to turn off the Junk E-mail Filter, you must also remove names from the Junk E-mail Filter lists.
   - Low: If you don't receive many junk messages, or want to filter only the messages that are the most obvious junk, select this option.
   - High: If you receive lots of junk messages, but don’t want to restrict messages from senders on your safe lists, select this option. You should periodically review messages moved to the Junk E-mail folder, because some legitimate messages might also be moved.
   - Safe Lists Only: This is the most restrictive option. Any message that is sent neither from someone on your Safe Senders List nor to a mailing list on your Safe Recipients List, is classified as junk.

Outlook 2011 for Mac users:
- In Outlook 2011 for Mac you will find the junk e-mail protection options greyed out and not adjustable. This feature is not available and you will need to use Outlook Web App (OWA) to set junk e-mail preferences. When you set junk e-mail preferences in OWA it will automatically use those settings no matter how you choose to access your e-mail account. (i.e. mobile device, OWA, Outlook 2011 (Mac), Outlook 2010 (Windows))

Outlook Web App (OWA) outlook.com/usm.edu:
- If you find a message that shouldn't have been marked as junk, click the three-dot icon (at the upper-right, next to "FORWARD"), then select mark as not junk. Another option is to right click on the message and select the mark as not junk.
- Along the same lines, if you find a junk message in your Inbox or any other folder, you can simply delete it, or treat all future messages from the sender as junk by clicking the three-dot icon (at the upper-right, next to "FORWARD"), then select mark as junk. Another option is to right click on the message and select the mark as junk.

Trusted Contacts

Individuals in your Contacts list will skip the Junk E-Mail filter. To allow this:
- Log in to your account through OWA (outlook.com/usm.edu)
- Click on the gear icon in the top right
- Click Options
- Click Block or Allow
- Place a checkmark next to 'Trust e-mail from my contacts'
- Click Save to save the changes