



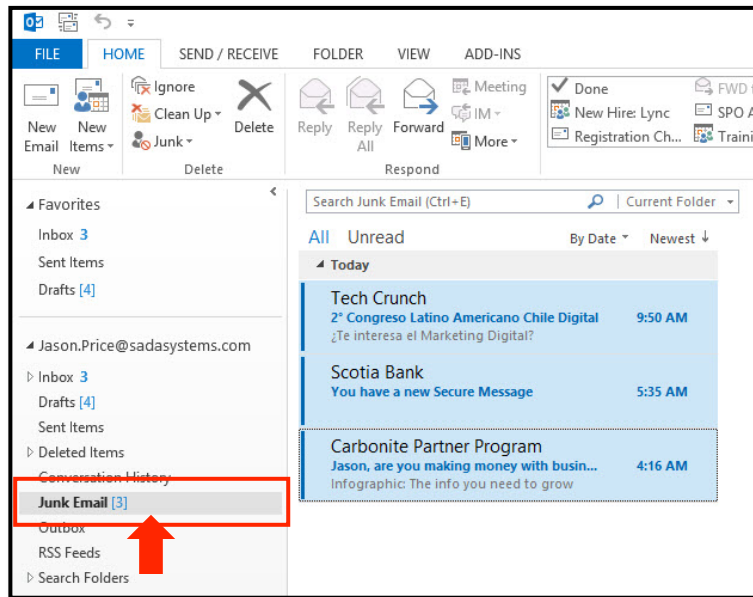
Managing Junk Email

Objective

This document provides instructions on how to manage your Junk Email settings in Outlook 2013, Outlook 2010, and the Outlook Web App.

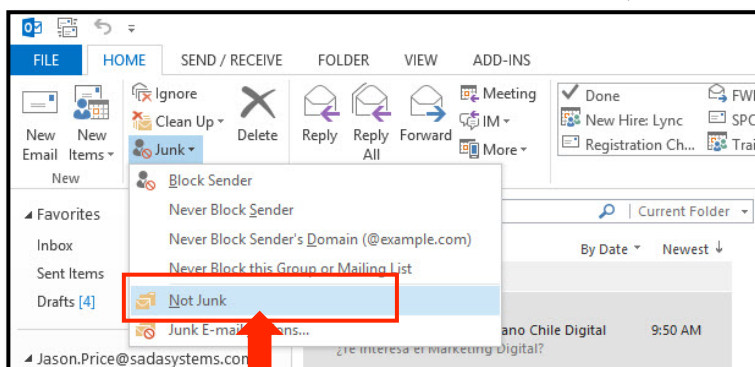
Part 1 – Checking your Junk Email Folder

Your mailbox in the cloud has several junk email filters that identify and quarantine suspected spam messages. These filters evaluate each incoming message on several factors that can include the time it was sent, the content within it, and its attachments. On occasion, these filters may incorrectly classify legitimate messages as junk.

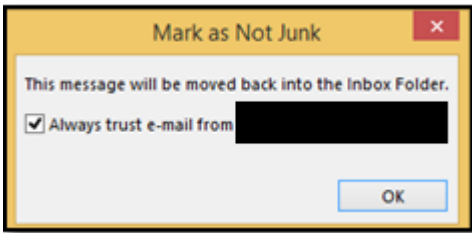


We recommend you regularly review the Junk Email folder to check for legitimate messages that were incorrectly classified as junk. Generally, you should check your Junk Email folder every day or two. If you find a message that isn't junk, simply do the following.

1. Under the Home tab of the Mail view, click the **Junk** button, and select **Not Junk**.

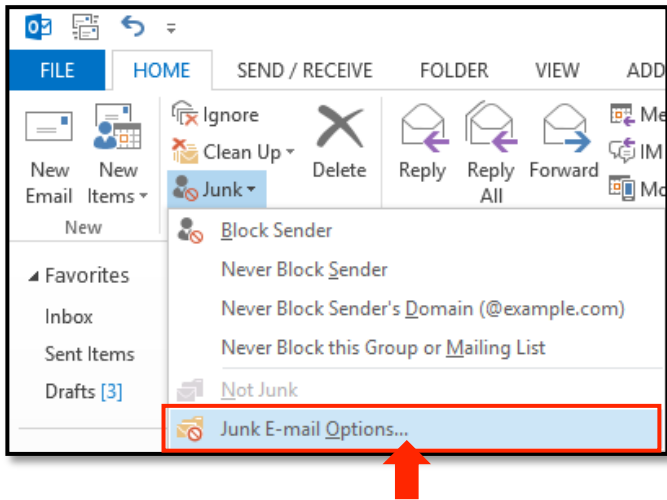


2. This will give you an option to whitelist (or always trust) the address. Click **OK**.

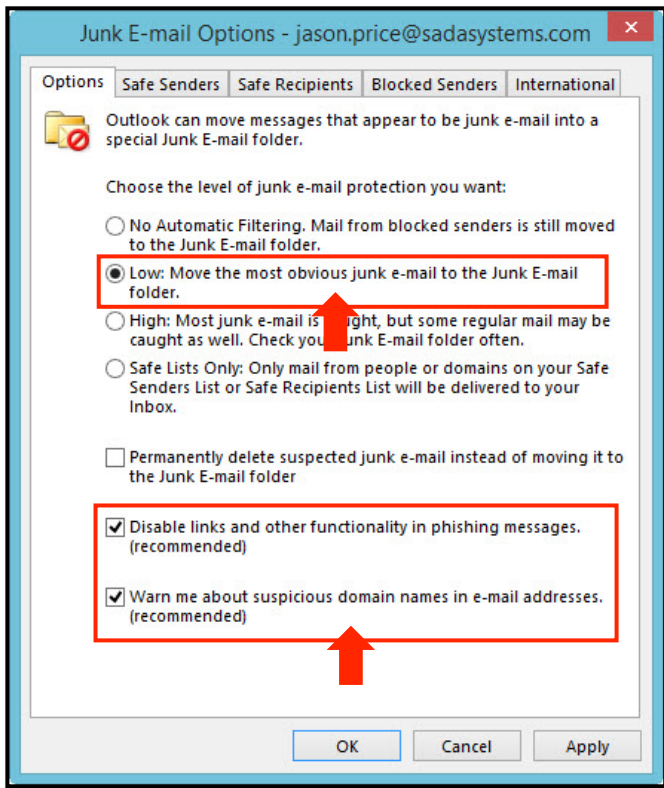


Part 2 – Junk Email Settings in Outlook 2013

1. Under the Home tab of the Mail view, click the **Junk** button, and select **Junk E-mail Options**.

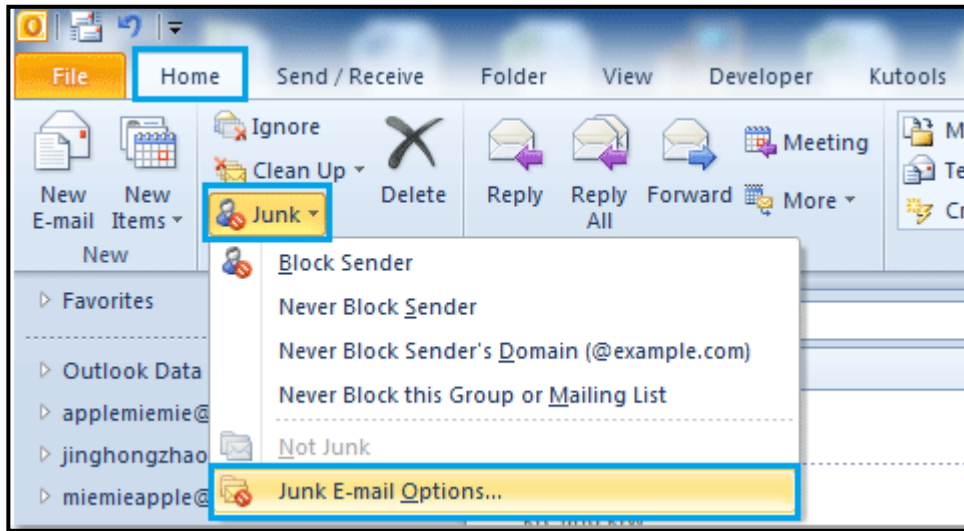


2. The **Junk E-mail Options** screen opens. Change the level of protection to **Low**, make sure the last two checkboxes are selected, and click **OK**.

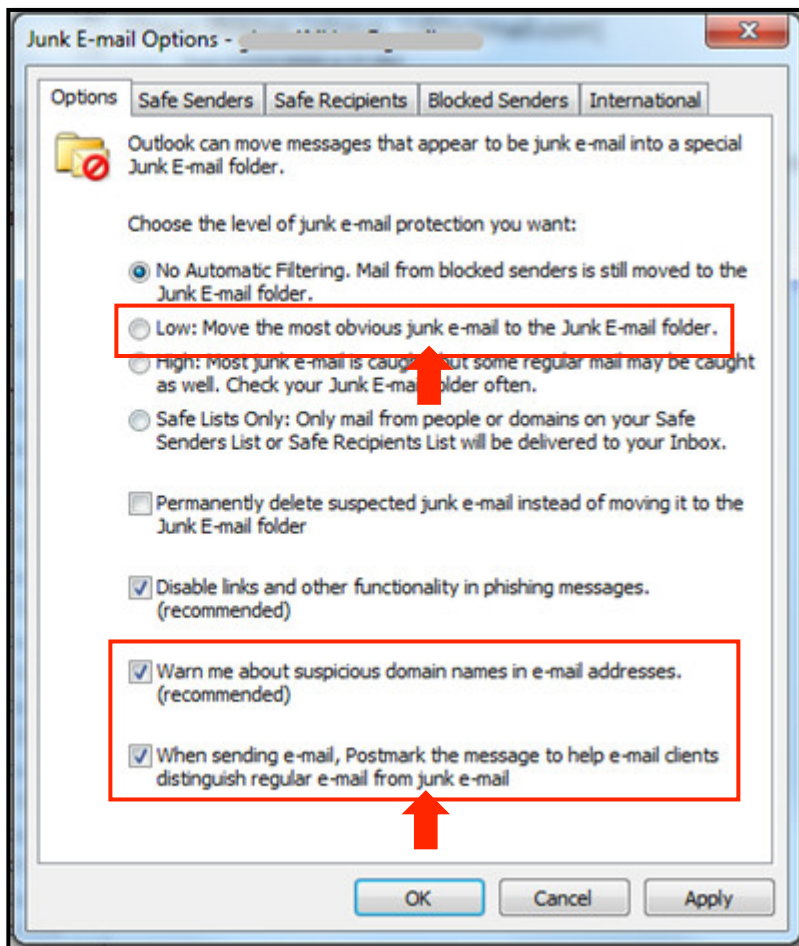


Part 3 – Junk Email Settings in Outlook 2010

1. Under the Home tab of the Mail view, click the **Junk** button, and select **Junk E-mail Options**.

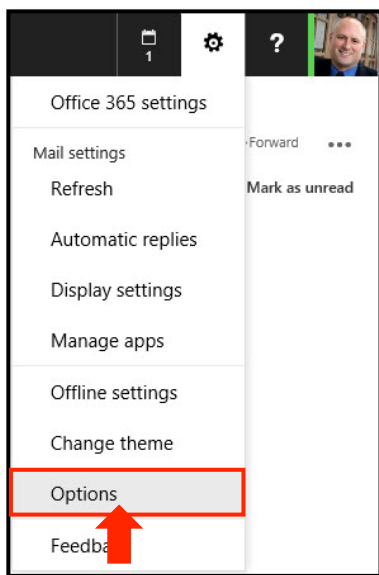


2. The **Junk E-mail Options** screen opens. Change the level of protection to **Low**, make sure the last two checkboxes are selected, and click **OK**.

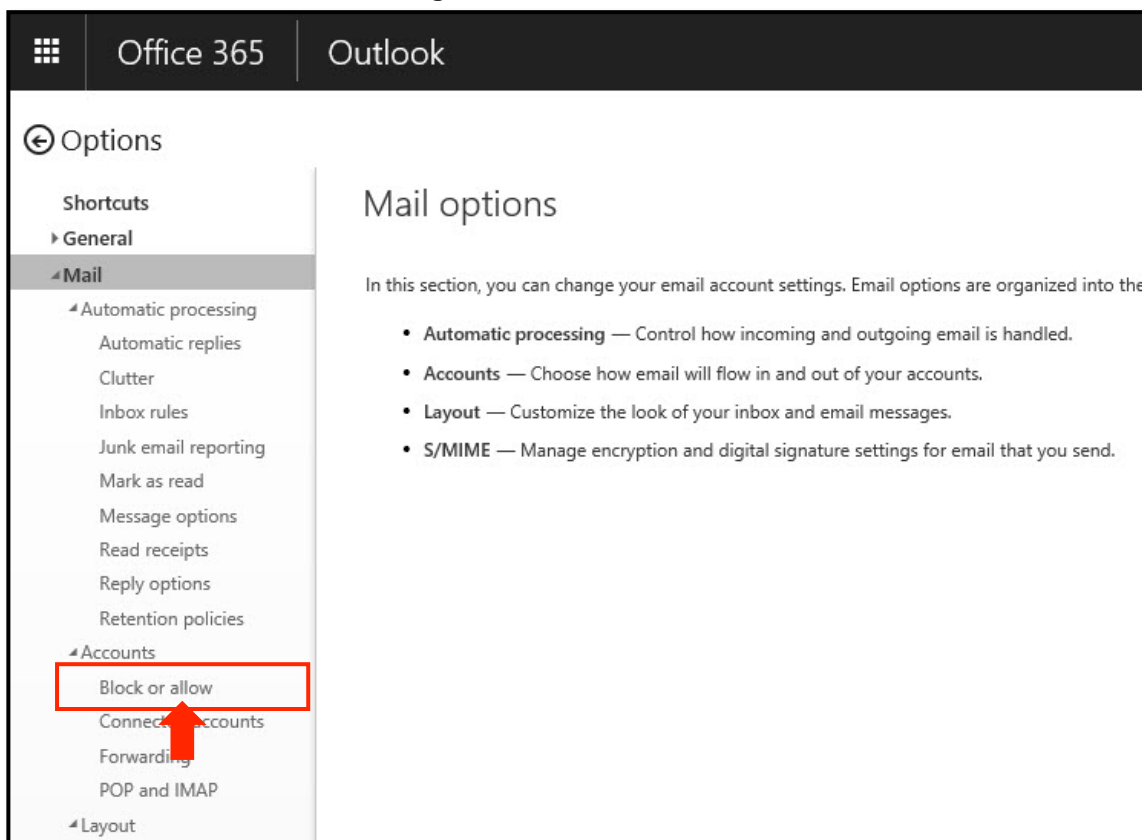


Part 4 – Junk Email Settings in the Outlook Web App

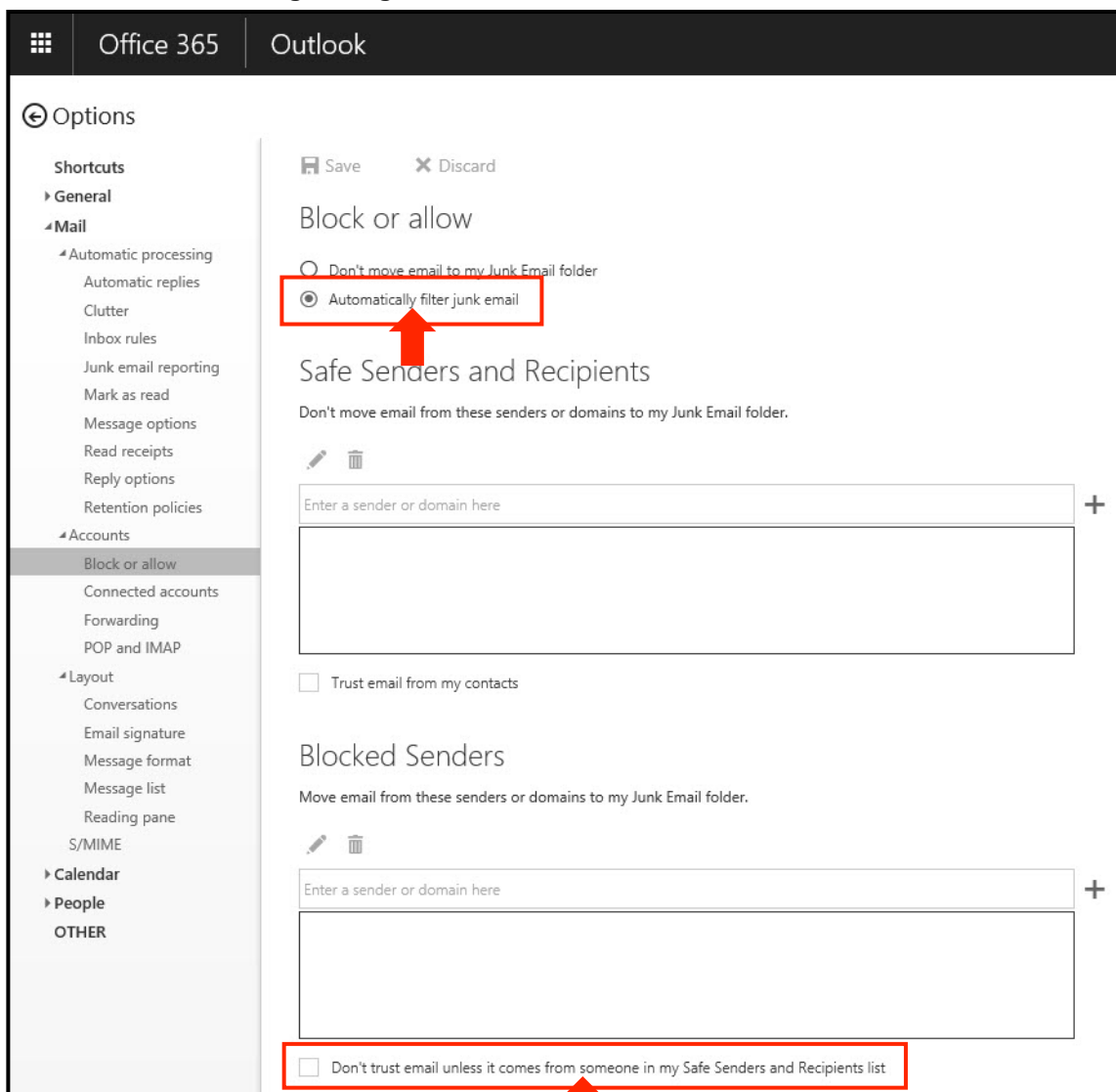
1. In the Mail view, click the Settings button (the gear icon in the upper right corner), and select **Options**.



2. Under Accounts in the left navigation bar, select **Block or Allow**.



3. Review the following settings, and then click **Save**.



- Under Block or Allow, "Automatically filter junk email" should be **enabled**.
- Under Safe Senders and Recipients, add any email addresses that you trust, and check "Trust email from my contacts."
- Under Blocked Senders, add any email addresses that you do not trust and want to block as junk.
- Under Blocked Senders, the last checkbox "Don't trust email unless it comes from someone in my Safe Senders and Recipients list" should be **unchecked**.