

## Junk Email Options

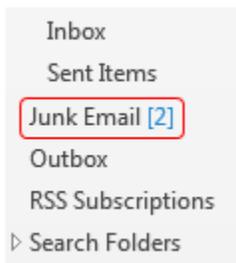
### Outlook

10/28/2015

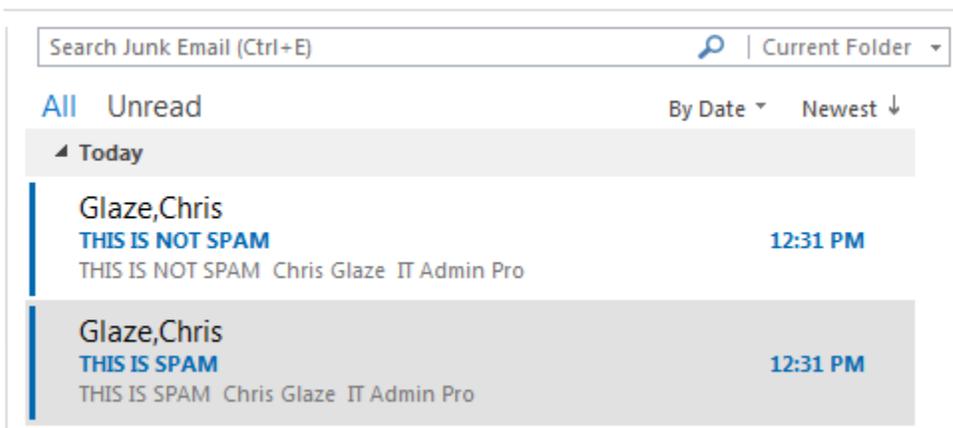
Now that you are in charge of controlling what emails are or are not SPAM and Phishing emails this is what you need to do in order make changes.

Note: Microsoft by default will move all suspected SAPM/Phishing emails into your Junk Email folder.

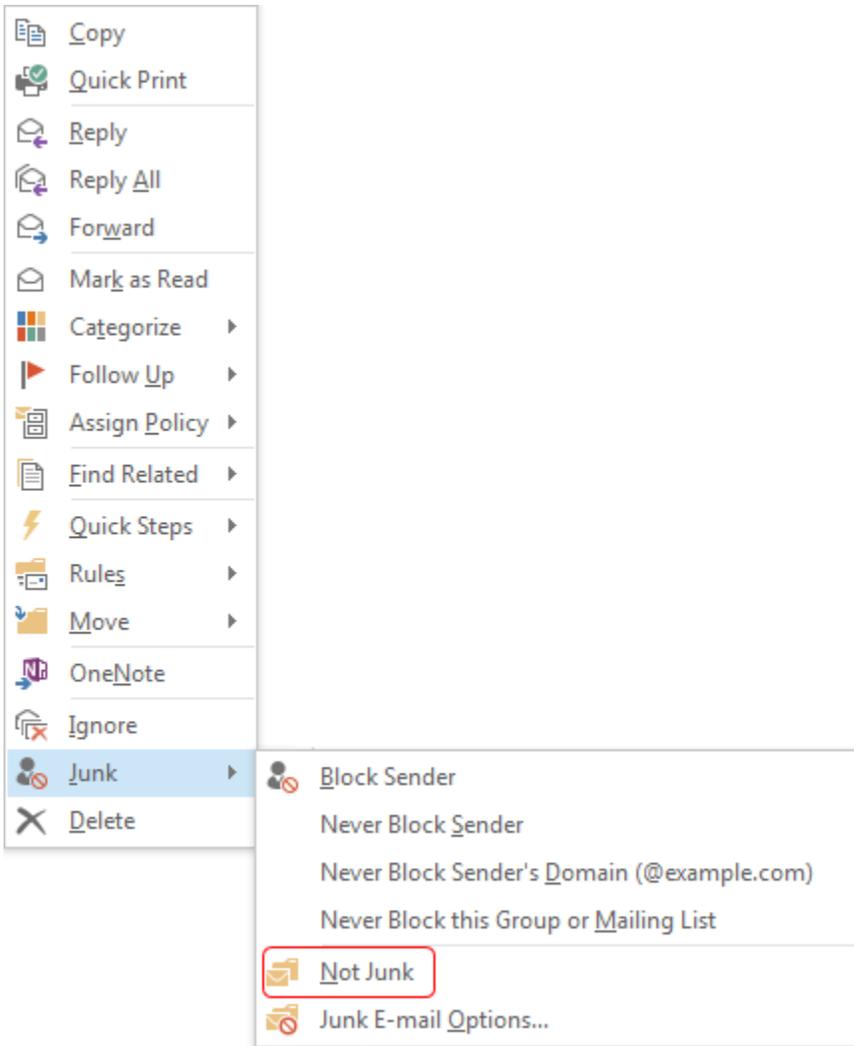
Be sure to check your **Junk Email** folder in Outlook once a week (this folder should be near the bottom of your folders).



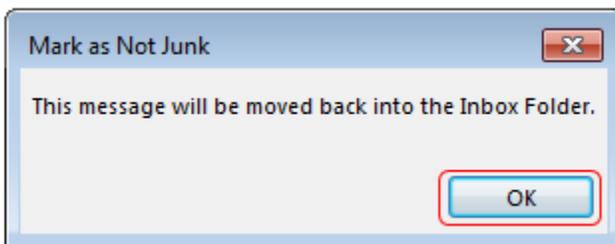
If there are emails in the folder be sure to check them out as you can get False-Positives (emails that are not SPAM but Microsoft thought it was).



If an email ends up in the **Junk Email** folder that should not be there, right click on it and hover over **Junk** and select **Not Junk** from the menu.



A window will pop up stating that the message will be moved back to your Inbox, click the OK button.



If you also wish to add this sender to a Safe Senders and Recipients list (more details on this at the end of this document), right click on it (this email will now be in your **Inbox**) and hover over **Junk** and select one of the following options from the menu.

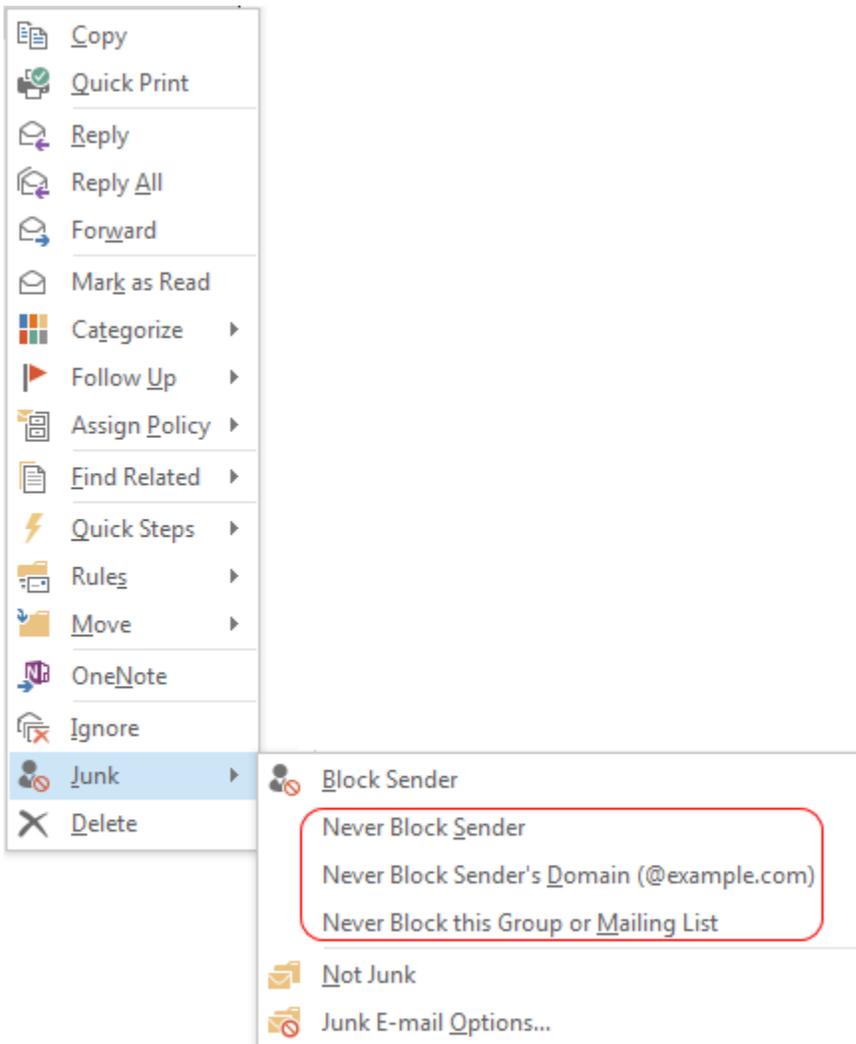
**Never Block Sender** - This will now add that sender to your safe senders list.

**Never Block Sender's Domain** - This will now add that sender's domain to a safe senders list. Please note that anyone from this domain will not be blocked at this point. So if you add [Chris.Glaze@colostate.edu](mailto:Chris.Glaze@colostate.edu) then anyone that sends you an email from @colostate.edu will not be blocked. In some cases this is a very good option, but be careful when adding a domain as a safe sender, be sure you trust all emails coming from this domain before using this option.

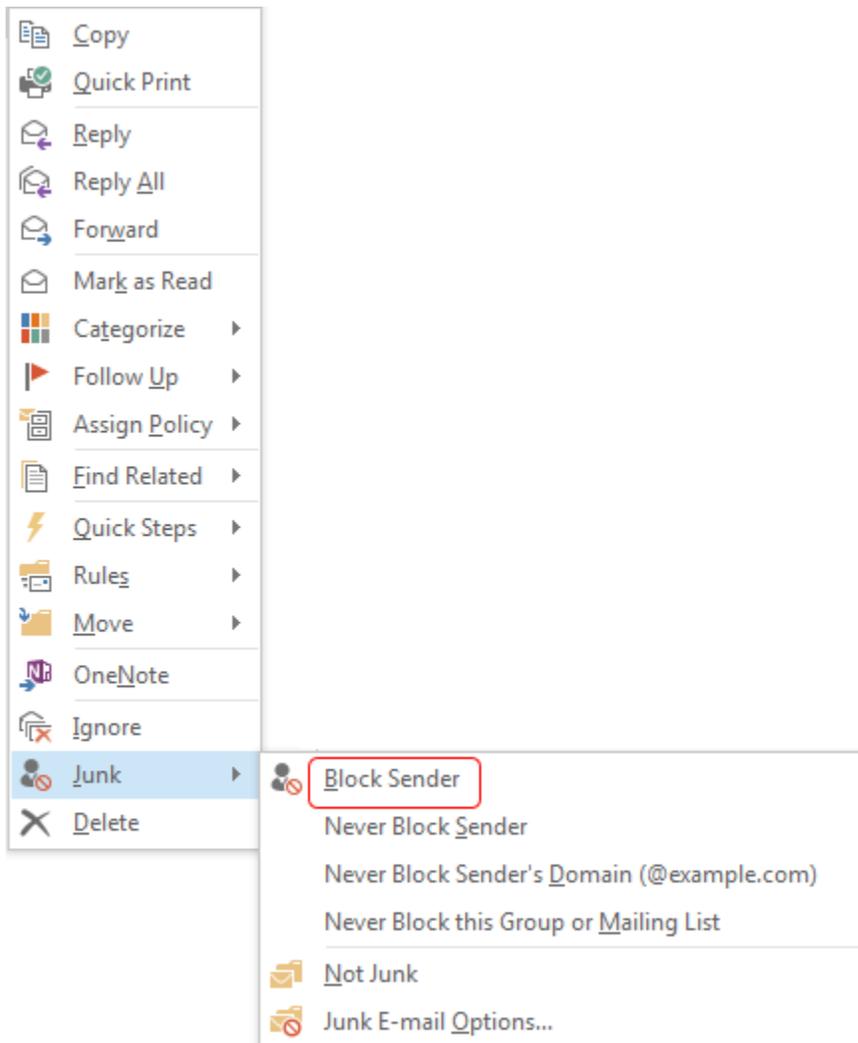
Note: All emails from @colostate.edu are automatically added to the safe senders list so you do not need to add it again.

**Never Block this Group or Mailing List** – If the email was sent by a Group or Mailing list this option will add that group or mailing list to the safe senders list

Note: All of the Junk options can be selected from any email inside any folder in Outlook.



If there is a legitimate SPAM/Phishing email in your Inbox/Junk Email folder (or any folder in Outlook) right click on it right click on it and hover over **Junk** and select **Block Sender** from the menu. This will add the sender to the Blocked Senders list (again, more details on this at the end of this document).



Now that we know how to add Senders to the Safe or Blocked list let's see how to manage this list. First log into

<https://outlook.office365.com/>

Be sure to use your eID@colostate for the user name and your normal password that you log into your workstation with.

Sign in with your work or school account



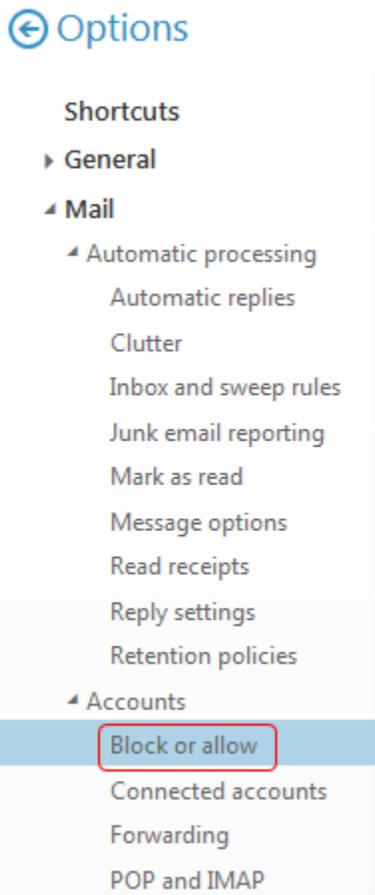
cglaze@colostate.edu

Keep me signed in

In the top right hand corner click on the icon that looks like a gear and select Options from this drop down menu.

The image shows the top navigation bar of an Outlook application. From left to right, there is a blue background, a notification bell icon, a gear icon (highlighted with a red box), a question mark icon, and a profile picture of a dog. Below the gear icon, a dropdown menu is open, listing the following options: Office 365 settings, Mail settings, Refresh, Automatic replies, Display settings, Manage add-ins, Offline settings, Change theme, and Options (highlighted with a red box). To the right of the dropdown menu, an 'Undo' button is visible.

This will open up the options menu for Outlook online. From the menu on the left hand side select Block or allow.



This will open up the Block or allow screen (see picture below). Working from top to bottom the first thing you will see is the Save button. If you make any changes to the Safe Senders or Blocked Senders list be sure to click the Save button when you are done or none of the changes you make will be saved.

The next notable item is the Safe Senders and Recipients list. Any senders you said to Never block will be added to this list. Any Senders you said to Block will be added to the Blocked Senders list. If you made a mistake in either list just select the sender and click the trash can icon above the list. This will remove the sender from that list. You can also manually add a sender or domain to either list. Just type or paste it in the field directly below the pencil and trash can icon. After typing or pasting in the sender click on the + icon to the right of the field to add that sender to the list.

Be sure to click on the Save button if you do make any changes.

 Save

 Discard

## Block or allow

- Don't move email to my Junk Email folder
- Automatically filter junk email

## Safe Senders and Recipients

Don't move email from these senders or domains to my Junk Email folder.



<input type="text" value="chris.glaze@colostate.edu"/>	
colostate.edu	

Trust email from my contacts

## Blocked Senders

Move email from these senders or domains to my Junk Email folder.



<input type="text" value="Enter a sender or domain here"/>	
bad.com	

Don't trust email unless it comes from someone in my Safe Senders and Recipients list