Junk E-mail Filtering using EOP and Mobile Devices

Logging in to E-mail
- If you are an Emory HealthCare or Emory University employee then you can check your email on your mobile device if it has been set up properly.

What is EOP (Electronic Online Protection)?
- EOP is the spam filtering service that Emory is now using and is replacing the old spam filter called Postini.
- It is a Microsoft application and works in addition to your existing email client’s Junk Mail filtering.

Three Levels of Junk E-mail Filtering
1. Spam or Junk Mail will be filtered by EOP first on the server level.
2. Then your email client will filter the message on the client level.
3. Then each user has the ability to manage any other spam that “gets through” by marking messages as Junk within the mail client.

- The three levels above describe how the E-mail filtering works when you use Outlook, OWA, Mac Mail, etc. to manage your E-mail at the client level. The user’s who are also using a mobile device to view their E-mail will only have one level of filtering: EOP. Mobile devices do not have another layer of filtering available within their mail app. But you can mark messages as Junk on your mobile device. (See below.) Users may see more junk messages appear on their mobile devices then when they are logged into their regular mail client.

How the Junk E-mail Filter Works on the Mail Client
- The Junk E-mail Filter evaluates each incoming message to assess whether it might be spam, based on several factors. These can include the time when the message was sent and the content of the message.

Marking Messages as Junk on a Mobile Device
- iPhone, iPad IOS 7.0 or later → Open the message that you want to mark as junk, then tap the flag icon at the bottom, then tap Move to Junk.
- Android Galaxy 3 → Select the message and tapping the “three dots” in the upper right and choose “Report spam”
- Android phones using Gmail → Open the message then tap the menu button. Depending on what phone you have, you might see the "Report spam" button there. It varies. If you don't see it, hit the "More" button. Then you should see "Report spam."
- (Yahoo Mail for Androids) → Open the message then tap the Mark as Spam icon ☰.

Managing Junk Folder on Mobile Device
- (iPhone) IOS 7.0 or later → Once you have marked a message as Junk, then the Junk Folder becomes available under main Mailboxes screen under the specific Account. You can tap the Emory E-mail Account, then tap the Junk folder. You can then tap the Edit button to manage the Junk message.

- Any messages that are evaluated as Junk will automatically be moved to the Junk Mail folder.
- Messages will stay in the Junk Mail folder for 30 days and then will automatically be deleted.
- By default, the Junk E-mail Filter is turned on and the protection level is set to Low. This level catches only the most obvious spam.
- Each user has the option to set their own level of protection by Setting Junk E-mail Options within their mail client.

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