Junk E-mail Filtering using EOP and OWA

Logging in to E-mail
- If you are an Emory Healthcare or Emory University employee then you can login to owa.emory.edu

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 Outlook Junk Mail filtering.

Three Levels of Junk E-mail Filtering
1. Spam or Junk Mail will be filtered by EOP first.
2. Then Outlook will filter the message.
3. Then each user has the ability to manage any other spam that “gets through” by setting up Junk E-mail Options within Outlook and creating Safe and Blocked Lists.

Junk E-mail Filter Lists
- There are 3 types of lists that a user can create to help filter messages:

<table>
<thead>
<tr>
<th>Safe Senders</th>
<th>Incoming mail sent from addresses and domain names in the Safe Senders list are never treated as junk email, regardless of the content. Names and addresses in the global address list (GAL) are automatically considered safe.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Recipients</td>
<td>Mail sent to addresses or domain names on this list are never sent to the recipient's Junk email folder, even if the address is in a distribution list or the address or distribution list is on the Cc or Bcc line.</td>
</tr>
<tr>
<td>Blocked Senders</td>
<td>Block messages from particular senders by adding their email addresses or domain names to the Blocked Senders list.</td>
</tr>
</tbody>
</table>

How the Junk E-mail Filter Works
- 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.
- 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 shown below.

Setting Junk E-mail Options
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3. Click on Block or Allow

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Editing Safe Senders and Recipients
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2. Click on See All Options...
3. Click on Block or Allow (see screen shots above)
4. To add a Safe Sender or Domain, click on the box “Enter a sender or domain here” and type the full e-mail address or domain that you want to add to the list and press Enter.
5. To edit a Safe Sender or Domain, click on the name in the list, then click on Edit, make the change, and press Enter.
6. To delete a Safe Sender or Domain, click on the name in the list, then click on Remove, make the change, and press Enter.
7. You can also check mark the box to Trust e-mail from my contacts.
8. Click on My Mail to get out of the Options screen (top right of Outlook window).

Safe Senders and Recipients
Don’t move e-mail from these senders or domains to my Junk E-Mail folder.

- Click on My Mail to get out of the Options screen (top right of Outlook window).

### Editing Blocked Senders
1. Click on the Options drop-down arrow on the top right of the Outlook window.
2. Click on See All Options...
3. Click on Block or Allow (see screen shots above).
4. To add a Blocked Sender or Domain, click on the box “Enter a sender or domain here” and type the full e-mail address or domain that you want to add to the list and press Enter.
5. To edit a Blocked Sender or Domain, click on the name in the list, then click on Edit, make the change, and press Enter.
6. To delete a Blocked Sender or Domain, click on the name in the list, then click on Remove, make the change, and press Enter.
7. You can also check the option to Don’t trust e-mail unless it comes from someone in my Safe Senders and Recipients list or local senders.
8. Click on My Mail to get out of the Options screen (top right of Outlook window).

### Marking Messages in Inbox as Junk
- You can quickly mark any E-mail message as junk by right-clicking on the message and select Junk E-Mail

#### Unmarking Messages as Junk
- You can quickly unmark any E-mail message as junk by right-clicking on the message in the Junk E-mail folder and select Junk E-mail, then select Mark as Not Junk.

#### Emptying the Junk E-mail Folder
1. Click on the Junk E-mail folder
2. Right-click on the Junk E-mail folder
3. Select Empty Junk E-mail

### Add Sender to Blocked Senders List
Will move all messages from this sender to the Junk E-mail folder in the future.

### Add Sender to Safe Senders List
Will add this sender to the Safe List so that messages from this sender will NEVER be marked as junk.

### Add Sender’s Domain to Safe Senders List
Will add this domain (which is everything after the @sign i.e. @microsoft.com) to the Safe List so that messages from this domain will NEVER be marked as junk.