**Junk E-mail Filtering using EOP and Outlook 2010/2013**

**Logging in to E-mail**
- If you are an Emory HealthCare employee then you can login to the VDT and click on the Outlook 2010.

<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>

**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:

**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 by moved to the Junk Mail folder.
- Messages will stay in the Junk Mail folder for 30 days and then will automatically be deleted.
- In addition, Outlook provides protection against web beacons by not automatically downloading pictures in the reading pane. You might have to right-click a placeholder and choose Download pictures to actually see pictures.
- 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**
1. On the Home tab, click the Junk button, then click Junk E-mail Options...

2. Choose the level of junk e-mail message protection you want and click OK. There are four different levels of junk mail filtering:

<table>
<thead>
<tr>
<th>No Automatic Filtering</th>
<th>Only blocks messages from e-mail addresses that have been added to your blocked senders list.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>This level will only catch the most obvious junk and spam messages.</td>
</tr>
<tr>
<td>High</td>
<td>This level is probably the most practical for most users as it provides filtering of almost all junk and spam e-mails. Some of your regular messages might also be caught using this filter so be sure and check your Junk E-mail folder often.</td>
</tr>
<tr>
<td>Safe Lists Only</td>
<td>This level will filter every message that does not come from an address that is on your Safe list. Most messages will be sent to the Junk E-mail folder using this setting.</td>
</tr>
</tbody>
</table>

3. You can also edit the Safe Senders, the Safe Recipients and the Blocked Senders by clicking on each tab respectively.

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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.

![Image of Junk options]

Then select one of the four options:

<table>
<thead>
<tr>
<th>Block Sender</th>
<th>Will move all messages from this sender to the Junk E-mail folder in the future.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never Block Sender</td>
<td>Will add this sender to the Safe List so that messages from this sender will NEVER be marked as junk.</td>
</tr>
<tr>
<td>Never Block Senders Domain</td>
<td>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.</td>
</tr>
<tr>
<td>Never Block this Group or Mailing List</td>
<td>Will add this Group to the Safe List so that messages from this Group will NEVER be marked as junk.</td>
</tr>
</tbody>
</table>

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, then select Not Junk.

![Image of Junk options]

- The message will then move to the Inbox or to whatever folder it was originally in.

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 Folder

Adding Countries/Regions to Blocked List

1. On the Home tab, click the Junk button, then click Junk E-mail Options...

![Image of Junk options]

2. Click the International tab and then click the Blocked Top-Level Domain List button.
3. Select the International domains that you want blocked and select OK.

![Image of Blocked Top-Level Domain List]