Junk E-mail Filtering using EOP and Outlook for Mac 2011

Logging into E-mail

- If you are an Emory University employee using Exchange on premise then you can login in to your Outlook for Mac 2011 client.

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 Domains and Blocked Senders Lists.

Junk E-mail Filter Lists

- There are 2 types of lists that a user can create to help filter messages:

<table>
<thead>
<tr>
<th>Safe Domains</th>
<th>Mail sent from domain names on this list are never sent to the recipient’s Junk email folder.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blocked Senders</td>
<td>Mail sent from addresses on this list are always sent to the recipient’s Junk email folder.</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

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

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>None</th>
<th>Turns Junk e-mail protection off.</th>
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<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>Exclusive</td>
<td>This level will filter every message that does not come from your Address Book, domains in the Safe Domains list, or addresses in the Mailing List Manager. Most messages will be sent to the Junk E-mail folder using this setting.</td>
</tr>
</tbody>
</table>
Marking Messages in Inbox as Junk

- You can quickly mark any E-mail message as junk by selecting the message, click on the Junk button on the Home tab, and selecting **Mark as Junk**.

- You can also select **Block Sender** if you want to move all messages from this sender to the Junk E-mail folder in the future.

Unmarking Messages as Junk

- You can quickly unmark any E-mail message as junk by selecting the message in the Junk E-mail folder and click the **Junk** button on the Home tab, then select **Mark as Not Junk**.

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

Emptying the Junk E-mail Folder

1. Right-click (or ctrl-click) the Junk E-mail folder
2. Select **Empty Folder**

Managing the Safe Domains List

1. On the **Home** tab, click the **Junk** button, then click **Junk E-mail Protection**…
2. Click on **Safe Domains** tab
3. Enter domains that you consider safe, using commas to separate multiple domains.
4. Click **OK**

Managing the Blocked Senders List

1. On the **Home** tab, click the **Junk** button, then click **Junk E-mail Protection**…
2. Click on **Blocked Senders** tab
3. Enter addresses that you want to block, using commas to separate multiple domains.
4. Click **OK**