

Junk E-mail (Spam) Filtering Instructions and Procedures

UW Colleges and Extension Central IT have implemented a new comprehensive filtering solution for junk (Spam) e-mail. Please review the instructions below for how to work with the new Spam filtering solution.

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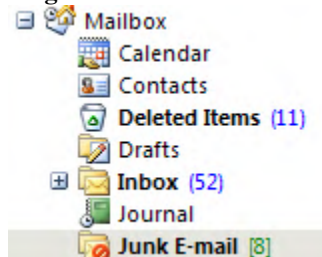
I. Working with messages quarantined as Spam

The new Spam filtering solutions will quarantine messages that it has classified as Spam, in your Outlook or Outlook Web Access (<https://owa.uwc.edu> or <https://owa.uwex.edu>) "Junk E-mail" folder. From your Junk E-mail folder you can view messages that have been quarantined, release messages from quarantine, mark messages as legitimate mail (email messages that were incorrectly classified as spam) and delete quarantined messages.

a. Viewing messages quarantined as Spam

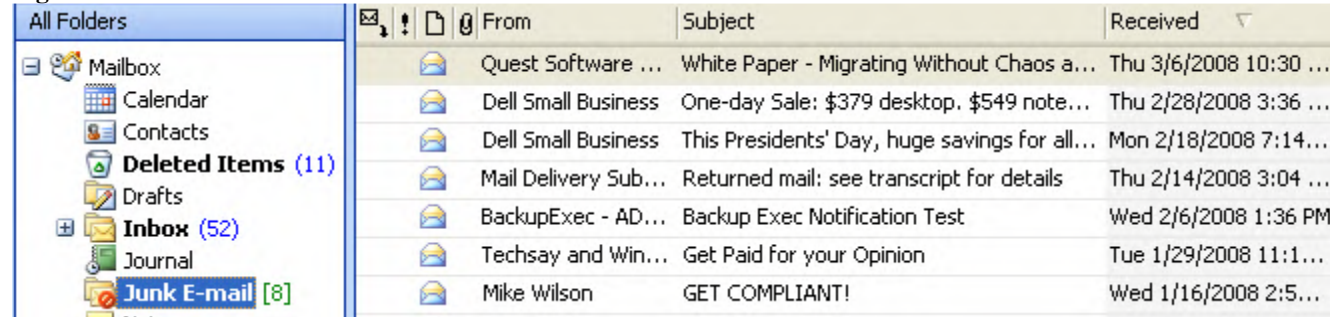
To view messages quarantined as Spam, navigate to your Junk E-mail folder. This folder can be found at the same level as your Inbox in your Outlook or Outlook Web Access mailbox. (Figure 1)

Figure 1



When you click the Junk E-mail folder, all messages currently in quarantine, will be displayed in the detail pane (right pane). (Figure2)

Figure 2



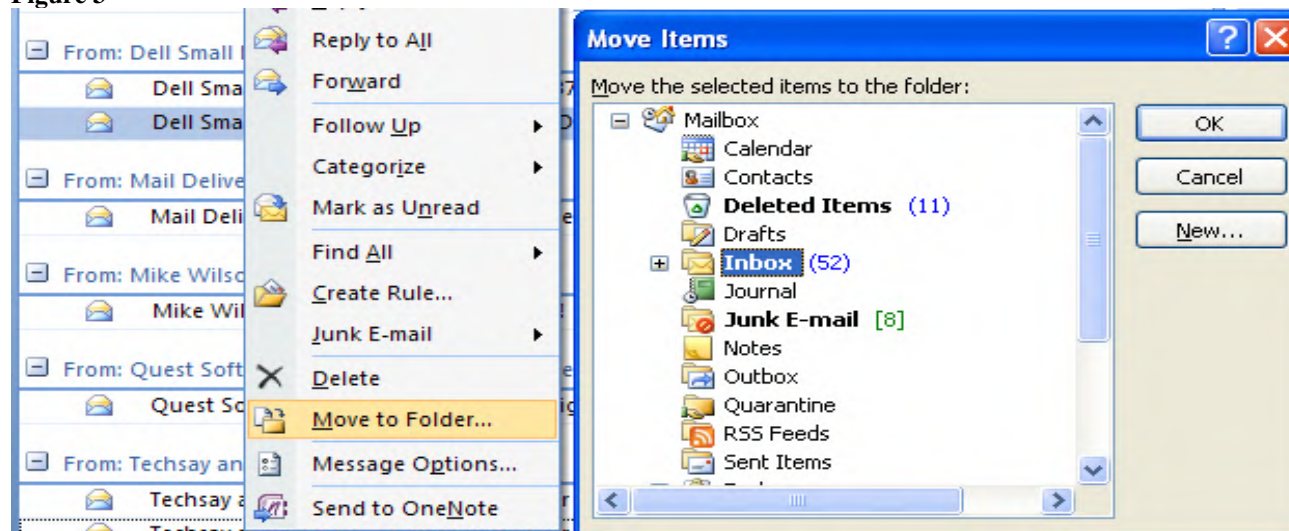
To view an individual message, double click the message in the detail pane to open the message. Note: Some features of the messages such as links and images will be disabled while the message is in quarantine.

b. Releasing messages quarantined as Spam

There are three methods you can use to release messages from quarantine

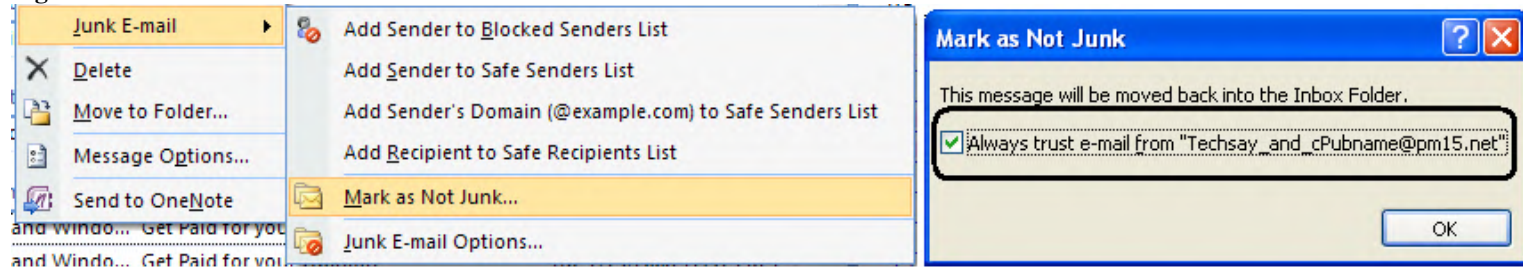
- You can drag the message to another folder (i.e. your inbox).
- You can right click the message and select “Move to Folder” from the menu. Then select the folder you would like to move it to (i.e. your inbox). (Figure 3)

Figure 3



- You can right click the message, select “Junk E-mail” and then select “Mark as Not Junk” from the menu. This will move the message to your inbox and give you the option to always trust e-mail from that sender (selected by default). This option adds the sender’s e-mail address to your safe senders list which prevents subsequent messages from that sender from being categorized as Spam. Note: this option is not available through Outlook Web Access. (Figure 4)

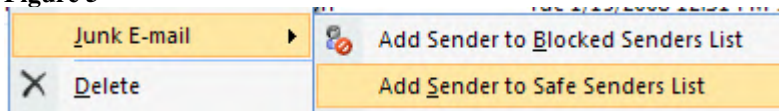
Figure 4



c. Mark messages quarantined as Spam as legitimate mail

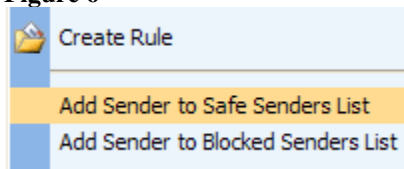
In Outlook, there are two methods you can use to mark messages as legitimate mail (email messages that were incorrectly classified as spam). You can use the “Mark as Not Junk” option ([click here](#)) or you can right click the message, select “Junk E-mail” and then select “Add Sender to Safe Senders List” from the menu. (Figure 5)

Figure 5



In Outlook Web Access, right click the message and select “Add Sender to Safe Senders List” from the menu. (Figure 6)

Figure 6

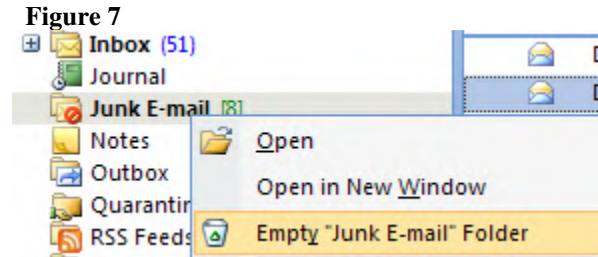


Once a sender is in your safe senders list, subsequent messages from that sender will no longer be classified as Spam.

d. Deleting messages from the Spam quarantine

There are two methods you can use to delete messages from your Junk E-mail folder.

To delete all messages in your Junk E-mail folder, right click the Junk E-mail folder and select “Empty Junk E-mail Folder”. (Figure 7)



Note: This option permanently deletes the messages and does not move them to your deleted items folder.

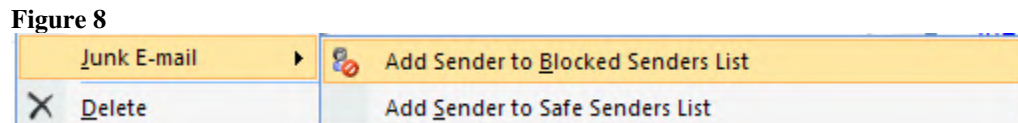
To delete specific messages, click the message and then select the delete icon in the Outlook tool bar (or hit the delete key on your keyboard). This option moves the message to your deleted items folder before it is permanently deleted.

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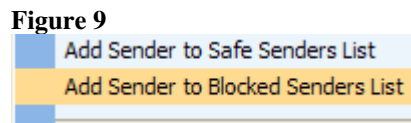
II. Working with junk messages that were not quarantined

Although no filtering solution can completely eliminate Spam, this solution is expected to eliminate approximately 95% of all Spam entering our mail system.

If you receive any junk email messages in your inbox, right click the message, select “Junk E-mail” and then select “Add Sender to Blocked Senders List” (Outlook). (Figure 8)



Or, right click the message and select “Add Sender to Blocked Senders List” (Outlook Web Access). (Figure 9)



Subsequent messages from that sender will be classified as Spam and quarantined in your junk e-mail folder.

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III. Getting technical assistance

If you have questions or support issues with e-mail filtering, please contact the help desk at:

UWEX-UWC Service Center: ServiceCenter@uwex.uwc.edu

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IV. Frequently Asked Questions

- Currently, I receive 10 – 20 Spam messages a day that are quarantined by our current filtering solution. Will these continue to be filtered when we move to the Sprint filtering solution?

Yes. For the first few months, we are expecting the Spam filter to remove about 85% of the junk mail coming into our organization. As the system is fine tuned, we are expecting to remove around 95%. Your help is needed to fine tune the system. Please [click here](#) to view instructions on how to work with junk messages that were not classified as Spam.

- How does the filtering system determine which messages are valid and which messages are junk/Spam email?

The filtering system determines if a message should be characterized as Spam by using several detection methods.

- Similar to antivirus software, the filtering system receives software updates which contain a known list of Spammers on the internet. If your email message is from one of these known sources, the filtering system will remove the message.
- The filtering system contains a dictionary of commonly used offending words and phrases that it uses to compare against each message. If there is a match it will categorize the message as Spam.
- The filtering system also references the list of addresses that you have identified as legitimate senders (Safe Senders list) and addresses that you have identified as Spam senders (Blocked Senders list).

- What happens if the filtering system quarantines a message that is not Spam, is there a way for me to retrieve a message that has been filtered?

There may be instances where a valid business message may get characterized as Spam. Most messages that are filtered are stored in you Junk E-mail folder. It is very important that you review the contents of your Junk E-mail folder

regularly to ensure that no valid business mail has been incorrectly classified as Spam. For instructions on how to work with messages that have been incorrectly classified as Spam, [click here](#).

- What other types of messages does the filtering system block?

Many of today's viruses and spyware programs that are distributed via email messages are contained in attachment files. Certain types of attachments, such as executables, command files and macro documents (software programs or scripts) are currently not allowed in through our mail system and will automatically be deleted. Additionally, messages that come from known Spammers are automatically deleted.

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