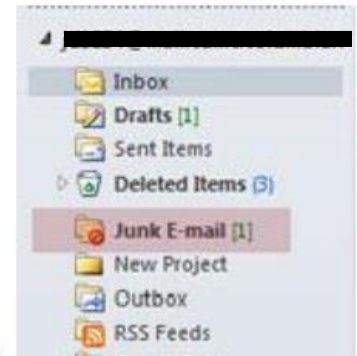


Junk mail option in outlook 2010-2013

Outlook 2010

Outlook 2010 has individual settings you can configure for junk email filtering. If you find that not enough or too many messages are being sent to your Junk email folder, you can easily adjust these settings to instantly resolve any filtering issues.

The **Junk** email folder will appear in the left-most column under your list of all mail folders. If you have any junk messages, this folder will appear in bold with a number in parenthesis to its right indicating the total number of messages. Simply click on the Junk folder to view these messages. To permanently delete them, select the **Delete** icon in the upper left of the Outlook Home tab while viewing an individual email, or right-click on the Junk folder and select Empty folder from the menu that appears.



1. While viewing your Outlook Mail, make sure the **Home** tab is selected. Click on the **Junk** icon to the upper left.

The first options in the Junk drop down menu reference the specific message that is selected in your mail Outlook window. For quick Junk filtering, select any of the following:

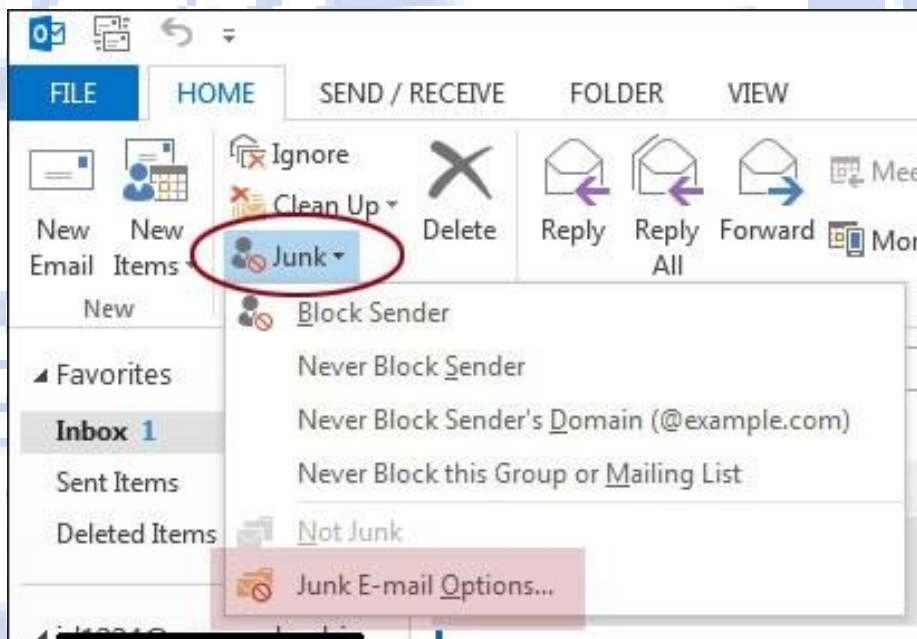
 - **Block Sender** - automatically put any email from the sender's address into your Junk E-mail folder.
 - **Never Block Sender** - messages where the sender's email address is in the From field will never be identified as Junk E-mail.
 - **Never Block Sender's Domain (@example.com)** - any messages from that same domain (typically an organization or company such as @nyc.gov, @staples.com, @harvard.edu), will not be filtered as Junk E-mail.
 - **Never Block this Group or Mailing List** - messages that use a distribution list may have the email address in the To, Cc or Bcc fields of the email you receive. In this case you would add them to the Safe Recipients List to ensure that messages aren't filtered as junk mail.

Outlook 2013

1. While viewing your Outlook Mail, make sure the **Home** tab is selected. Click on the **Junk** icon to the upper left.

The first options in the Junk drop down menu reference the specific message that is selected in your main Outlook window. For quick Junk filtering, select any of the following:

- **Block Sender** - automatically put any email from the sender's address into your Junk E-mail folder.
- **Never Block Sender** - messages where the sender's email address is in the From field will never be identified as Junk E-mail.
- **Never Block Sender's Domain (@example.com)** - any messages from that same domain (typically an organization or company such as @nyc.gov, @staples.com, @harvard.edu), will not be filtered as Junk E-mail.
- **Never Block this Group or Mailing List** - messages that use a distribution list may have the email address in the To, Cc or Bcc fields of the email you receive. In this case you would add them to the Safe Recipients List to ensure that messages aren't filtered as junk mail.



2. To configure global filtering, select **Junk E-Mail Options...** from the bottom of the **Junk** drop down menu. Make sure the Options tab is selected in the window that appears. If you are finding that too many messages are filtered as junk, select the top option of **No Automatic Filtering**.



- If you find that you are receiving a lot of junk mail in your Inbox, you may want to select **Low** or **High** in the Junk E-mail Options window instead - however you will have to check your Junk E-Mail folder regularly to make sure messages you do want are received.
- The Safe Senders, Safe Recipients and Blocked Senders tabs at the top of the Junk E-Mail Options window allow you to view and manage any addresses that have been added to these lists for filtering.

When done making any changes, select the **Apply** button in the lower right to save them, then click **OK** to return to Outlook.