

MS Outlook's Spam Filters

About the Junk E-mail Filter

The Junk E-mail Filter in Outlook is turned on by default, and the protection level is set to **High**. Any message that is caught by the Junk E-mail Filter is moved to a special **Junk E-mail** folder. You should review messages in the Junk E-mail folder from time to time to make sure that they are not legitimate messages that you want to see.

There are two parts to the Junk E-mail Filter: the Junk E-mail Filter Lists, and the technology developed by Microsoft Research that evaluates whether an unread message should be treated as a junk e-mail message. This evaluation is based on several factors, including the time when the message was sent and the content of the message. The filter does not single out any particular sender or type of e-mail message. The filter is based on the content of the message in general and uses advanced analysis of the message structure to determine the probability that it is a junk e-mail message.

There are five Junk E-mail Filter Lists:

- **Safe Senders List:** *A list of domain names and e-mail addresses that you want to receive messages from. E-mail addresses in Contacts and in the Global Address Book are included in this list by default.*
- **Safe Recipients List:** *A list of mailing lists or other subscription domain names and e-mail addresses that you belong to and want to receive messages from. Messages sent to these addresses will not be treated as junk e-mail.*
- **Blocked Senders List:** *A list of domain names and e-mail addresses that you want to be blocked. E-mail addresses and domain names on this list are always treated as junk e-mail or spam.*
- and **two International lists:**
 - **Blocked Encodings List:** *A list that allows you to block a language encoding or character set in order to filter out unwanted international e-mail messages that display in a language you don't understand*
 - **Blocked Top-Level Domains List:** *A list that allows you to block top-level domain names. Blocking country/region top-level domains allows you to filter unwanted e-mail messages you receive from specific countries or regions*

Safe Senders List If the filter mistakenly marks an e-mail message as a junk e-mail message, you can add the sender of that message to the Safe Senders List. E-mail addresses and domain names on the Safe Senders List are never treated as junk e-mail, regardless of the content of the message.

- E-mail addresses in your **Contacts** folder are included in this list by default. Therefore, messages from people in your **Contacts** folder will never be treated as junk e-mail messages.

- E-mail addresses of people who are not in your **Contacts** folder but whom you correspond with regularly are included in this list by default when the **automatically add people I e-mail to the Safe Senders List** check box is selected.

Notes:

- The recipient's e-mail address is saved by default only when you create and send the message in the usual way in Outlook, and not when a message is generated automatically by a program.
- Personal distribution lists are not added by selecting this check box.
- If you accidentally reply to a spammer's e-mail message and this check box is selected, that spammer's address will be added to the Safe Senders List. If you notice the spammer's subsequent messages in your Inbox, you must add the spammer's address to the Blocked Senders List and remove the corresponding entry from the Safe Senders List.
- If the same address is included in both the Blocked Senders List and the Safe Senders List, the Safe Senders List takes precedence and the address will not be considered junk.
- Addresses in the Global Address List (*Global Address List: The address book that contains all user, group, and distribution list e-mail addresses in your organization. The administrator creates and maintains this address book. It may also contain public folder e-mail addresses.*) are automatically considered safe.
- You can also configure Outlook to accept messages only from people on your Safe Senders List, giving you total control over which messages are delivered to your Inbox.

Safe Recipients List If you belong to mailing lists or distribution lists, you can add these names to your Safe Recipients List so that any messages sent to these e-mail addresses or domain names will never be treated as junk, regardless of the content of the message.

Blocked Senders List You can easily block messages from a specific sender by adding their e-mail address or domain name to this list. Messages from people or domain names on this list are always treated as junk, regardless of the content of the message. When you add a sender's name or e-mail address to the Blocked Senders List, Outlook moves all messages received from that source to the **Junk E-mail** folder.

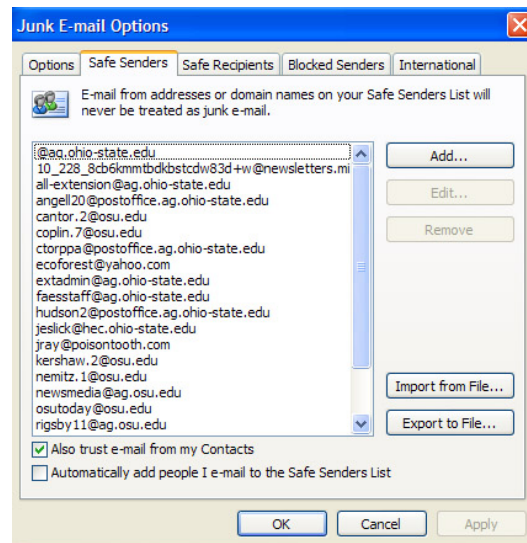
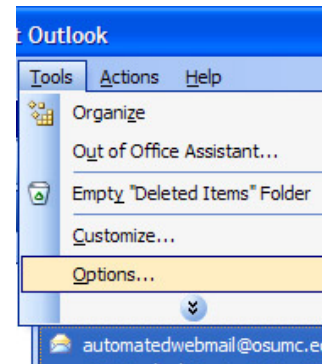
- If Automatic Picture Download is turned off, messages from or to e-mail addresses or domain names in the Safe Senders List and Safe Recipients List are treated as exceptions, and content that is otherwise blocked is downloaded.
- If you have existing lists of safe or blocked names and addresses, you can import this information into Outlook.
- E-mail addresses are matched exactly, and specific address entries take precedence over domain name entries. To block an entire domain but still see messages from specific safe addresses, add the specific addresses to the Safe

Senders List. For example, add someone@example.com to the Safe Senders List and @example.com to your Blocked Senders List. This blocks any e-mail message you receive with @example.com in the e-mail address except a message from someone@example.com.

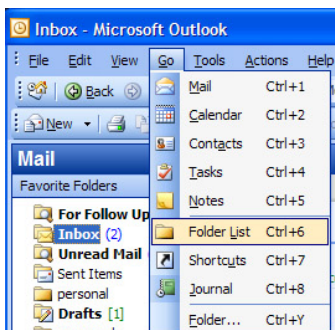
Edit the Junk E-mail Filter Lists

You can add either the sender's e-mail address or their domain name to the **Safe Senders** List.

1. On the **Tools** menu, click **Options**.
2. On the **Preferences** tab, under **E-mail**, click **Junk E-mail**.
3. Click the **Safe Senders** or **Safe Recipients** tab.
4. Click **Add**.
5. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address you want added, and then click **OK**.
6. Repeat steps 4 and 5 for each name or address that you want to add



Review messages moved to the Junk E-mail folder

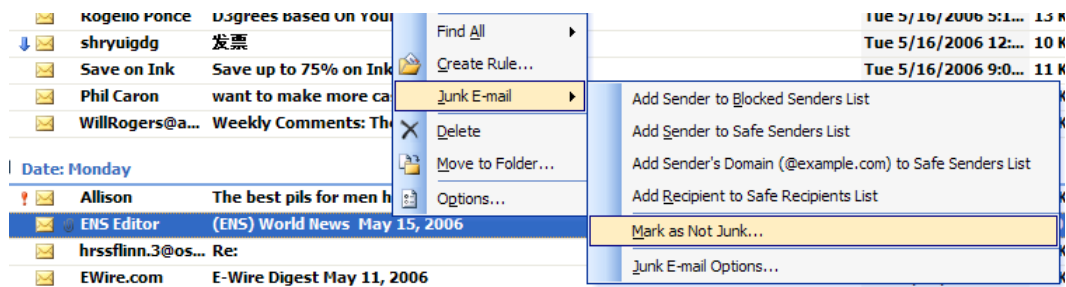


You should periodically review messages in the **Junk E-mail** folder to ensure that you are not missing any messages that you want to see.

1. On the **Go** menu, click **Folder List**.
2. In the **Folder List**, click the **Junk E-mail** folder.

3. Right-click any messages that you want marked as not junk.
4. On the shortcut menu (*shortcut menu: A menu that shows a list of commands relevant to a particular item. To display a shortcut menu, right-click an item or press SHIFT+F10.*), point to **Junk E-mail**, and then click **Mark as Not Junk**.

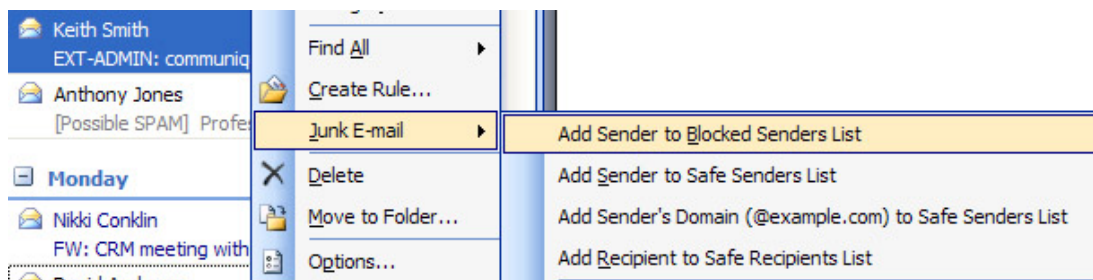
Messages marked as not junk are moved to your **Inbox** or to the folder they were previously in. When you mark a single message as not junk, you are prompted to add the sender or mailing list name to your **Safe Senders** or **Safe Recipients List**.



Note: To quickly mark a message as not junk, select it and then press **CTRL+ALT+J**, or click  on the **Standard** toolbar.

Add a name to the Blocked Senders List

You can quickly add a name to the **Blocked Senders List** by right-clicking the junk e-mail message, and then, on the shortcut menu, pointing to **Junk E-mail** and clicking **Add Sender to Blocked Senders List** on the shortcut menu.



You can manage your Blocked Senders List by:

1. On the **Tools** menu, click **Options**.
2. On the **Preferences** tab, under **E-mail**, click **Junk E-mail**.
3. Click the **Blocked Senders** tab.
4. Click **Add**, to add someone to the list

5. In the **Enter an e-mail address or Internet domain name to be added to the list** box, enter the name or address you want added, and then click **OK**.
6. Repeat steps 4 and 5 for each name or address that you want to add.
7. You can also remove/edit addresses, by selecting an address and clicking either the **Remove** or **Edit** button.

