Managing Junk Mail in Outlook

With the Junk Mail option turned on in Outlook, you have the option from within Outlook to control what emails come to your Inbox. Incoming mail is initially filtered at the server level through Pure Message. You will find the Junk icon on the Home ribbon of Microsoft Outlook.

Pick Your Options

Click on the Junk icon and select Junk Email Options. By setting the options in Junk Mail, you can elect for no filter—meaning mail from blocked senders will automatically be moved to Junk. You could also set it at low, which moves the most obvious junk mail to the Junk Email folder or set it to high and most junk will be caught, but some legitimate emails may be caught.

We suggest that you check your Junk Mail folder often. Whenever new mail gets put there, it will be indicated by a bolded number next to the folder name, just like with your Inbox and other Outlook folders. “Legitimate” email sent from UHCL addresses will not be sent to the Junk Folder.

The last option of junk mail protection is Safe Lists Only. With this option ONLY, email from specific email addresses or domains that are in your Safe Sender or Safe Recipients lists will be delivered to your Inbox.

If you never want to see what’s going to your Junk folder, you could check the box to permanently delete suspected junk mail instead of the Junk Email folder.

If you want to be warned about suspicious domain names in email addresses, you would check the last box as in the example on the left.

Make sure to select OK to save your settings.

To Block or Not to Block: It’s Your Choice

You can select specific emails that land in your Inbox or Junk folders and decide if you want to block that specific address or allow a specific address, a domain, or a group/mailing list. Legitimate email that may get labeled as junk can be sent to your Inbox by simply a right click on the email where you can mark it as “Not Junk”.

Under Junk Email Options, you’ll see other tabs for adding Safe Senders, Safe Recipients, Blocked, Senders, and International.
- Safe Senders – Email from addresses or domains in your Safe Senders list will come straight to your Inbox and never be sent to the Junk Email folder.
- Safe Recipients – Email sent to addresses or domain names that are on your Safe Recipients list will never be treated as junk email.
- Blocked Senders – There may be email that comes to your Inbox that isn’t being sent to Junk. However, you can easily add emails from these senders or domain to your Blocked Senders list so they will always be treated at junk email.
- International – You may receive some email that are written in a language you are unfamiliar with and don’t want to read. These messages can be marked as junk and moved to the Junk Email folder. You are presented with two choices: Blocked Encodings List and Blocked Top-Level Domain List. Explanations on both are shown below.

**Where’s the Folder?**
You will find the Junk Email folder under your Inbox as shown in the example on the right.

Mail that gets caught in the Junk Email Folder can easily be prevented from going there again either by right clicking on the email or by clicking on the Junk icon drop-down arrow. You’ll see the following choices:

DO keep in mind, however that if you block a sender, after about twenty minutes, the exchange servers will pick up the new entry from your blocked senders list. After that time, the exchange servers will not even deliver email from that sender to your Inbox. It will NOT go to your Junk mail folder. It WILL be rejected at the server level and will be gone. To prevent it from getting blocked again, you will need to remove it from your Blocked Sender list. To unblock an address, open the Junk icon on the home ribbon of your Outlook, select Junk E-Mail Options, and select the Blocked Senders tab and remove that address.