

Junk E-Mail—Improve/Handle

How you can improve the handling of Junk E-Mail...

In order to improve SPAM filtering, when a SPAM message is in your Outlook or OWA inbox, right click the message and go to “Junk E-Mail” > “Add Sender to Blocked Senders List”. In Entourage, after clicking on the message, click on the “Junk” icon across the top toolbar. As this list builds, Outlook/Entourage and OWA will get better at catching your SPAM.

Additionally, if a message is routed to your Junk E-Mail box in Outlook or OWA and it is not SPAM, right click on the message > “Junk E-Mail” > “Add Sender to Safe Senders List”. In Entourage, after clicking on the message in your Junk E-Mail folder, click on the “Not Junk” icon across the top toolbar.

How is SPAM handled on the Exchange Servers?

When mail is sent from the Internet to Smeal, messages are “inspected” for SPAM-like characteristics and given a rating from 0 to 9 (0=very unlikely the message is SPAM, 9= highly likely the message is SPAM). Server-side configurations are set to route messages that are likely to be SPAM directly into the Junk E-Mail folder. While this can be set to be more restrictive on the server, it also increases the likelihood that legitimate emails will be directed to the Junk E-Mail box.

How is SPAM handled in Outlook/Entourage and OWA (web)?

There are client-side Junk E-mail filters in Outlook and Entourage that utilize built-in heuristics that perform additional evaluation of messages. These heuristics only process when Outlook/Entourage is open since they are client-side rules. As stated previously, right clicking SPAM messages, selecting “Junk E-Mail” > “Add Sender to Blocked Senders List” (or clicking on the “Junk” icon in Entourage) will also improve your client’s ability to detect and move your junk email to the “Junk E-Mail” folder. This can be done in Outlook/Entourage or OWA.

When you block users in Outlook/Entourage, those settings will be applied to OWA (the web interface). OWA does not have as robust of SPAM capabilities as Outlook/Entourage.

How is SPAM handled on my phone?

SPAM is processed on the server-side; however the client on your phone cannot process Junk E-Mail. Therefore, you will see more SPAM on your phone than you will in Outlook.