UAA Anti-Spam

How to: Manage Junk and SPAM Email

Spam and junk email is automatically delivered to your Junk email folder in Outlook. You have the ability to control what email is delivered to this folder by adjusting several settings within Outlook.

*The UAA email system receives millions of emails per day and classifying each 100% correctly is a difficult task. On occasion, legitimate messages may be incorrectly classified as junk.*

**NOTE:** It is advisable to regularly check your Junk Email folder to ensure you don’t miss legitimate mail.

**TIP:** When you find a message in the Junk folder that isn’t junk, simply drag it back to the Inbox or any folder.

To prevent the email from being misclassified in the future, navigate to the **Junk E-mail Options** in Outlook (most other mail clients have a similar menu):

- Click **Home > Junk > Junk Email Options**.

- You can also right-click on a message and select **Junk > “Never block sender”**.
Junk Email Options

Junk Email Filter Lists let you control what is considered spam. You can add names, email addresses and domains to these lists so the filter doesn’t check messages from sources you trust, or blocks messages that arrive from specific email addresses and domains you don't know or trust.

You can also access the Junk Email Filter Lists by right-clicking on any email and selecting **Junk > Junk Email Options**.

**Safe Senders List**  Email addresses and domain names in the Safe Senders List are never treated as junk email, regardless of the content of the message. You can add your Contacts and other correspondents to this list.
**Safe Recipients List**    If you belong to a mailing list or a distribution list, you can add the list sender to the Safe Recipients List. Messages sent to these email addresses or domain names are never treated as junk, regardless of the content of the message.

**Blocked Senders List**    You can easily block messages from particular senders by adding their email addresses or domain names to the Blocked Senders List. When you add a name or email address to this list, Outlook moves any incoming message from that source to the *Junk Email* folder. Messages from people or domain names that appear in this list are always classified as junk, regardless of the content of the message.
Blocked Top-Level Domains List  To block unwanted email messages from another country/region, you can add country/region codes to the Blocked Top-Level Domains List. For example, checking the CA [Canada], US [United States], and MX [Mexico] boxes in the list blocks messages from email addresses that end in .ca, .us, and .mx.
**Blocked Encodings List**  To block unwanted email messages that appear in another character set or alphabet, you can add encodings to the Blocked Encodings List.