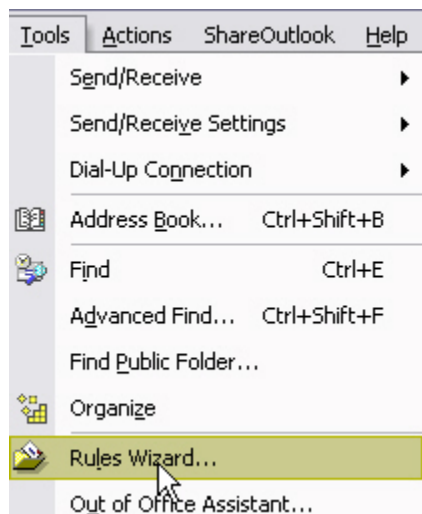


Dealing with Junk Email Using Outlook Client (version 2002)

If you are reading this, you likely know that junk email has become increasingly prevalent and intrusive. The Office of Technology Systems and Services would like to make users aware of some helpful tools available which may be used to battle junk email. The two main tools that will be discussed are *Filtering Rules* and *Blocked Senders*, which can be defined and modified through the options integrated in the Outlook email client software. Use these instructions if you primarily check your email at your desk at work using Outlook.

Define Filtering Rules

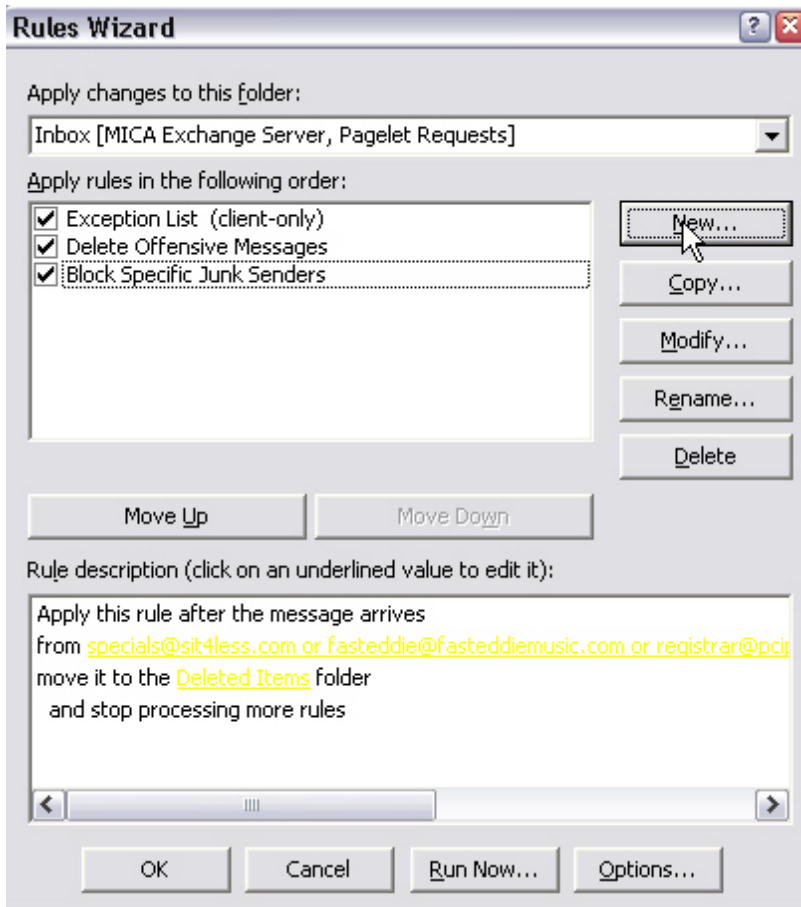
To begin setting up a filtering rule in Outlook, select *Rules Wizard* from the *Tools* menu, as shown below:



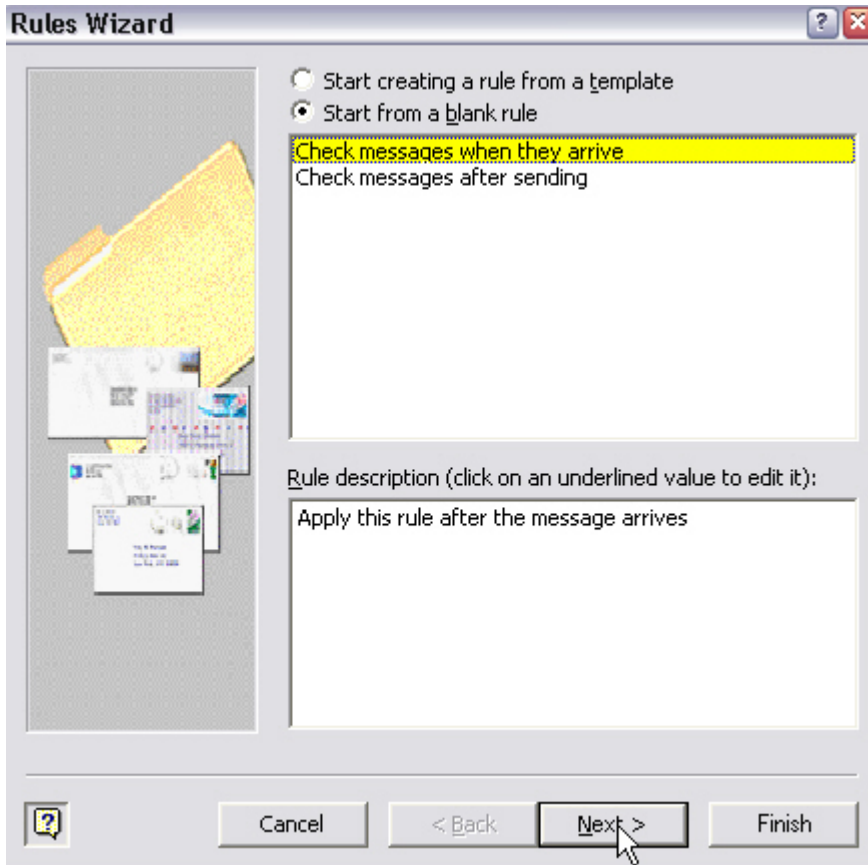
The Outlook *Rules Wizard* will pop up, displaying any existing rules you have created, as well as buttons for creating, copying, editing, and deleting rules. This tool is quite flexible and will allow you to create many types of rules, including, but not limited to:

- Filtering incoming messages for organizational purposes, storing them in different folders that you create (e.g. to collect all emails from your supervisor in a specific folder).
- Automatically delete certain emails based on criteria you provide (e.g. delete all messages that come from *Viagra.com* or contain the phrase *diet pills* in the subject). These messages will be deleted as soon as they reach your computer and will be stored in your *Deleted Items* folder. If you create such a rule, be sure to check your *Deleted Items* folder periodically to ensure that legitimate emails have not been deleted.

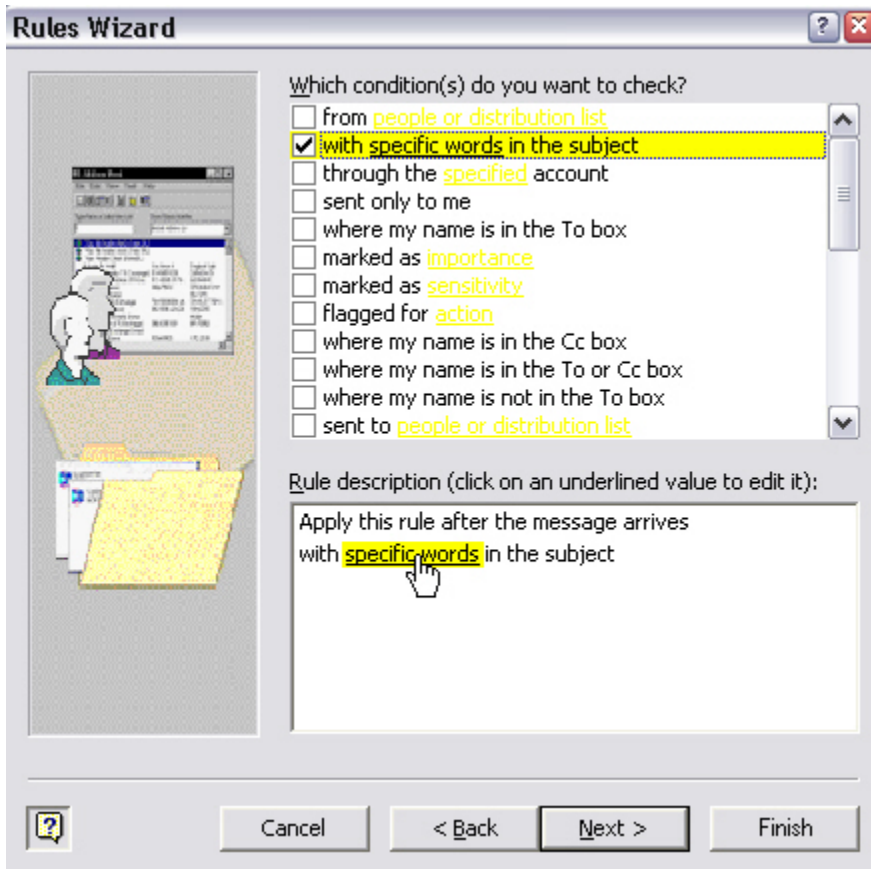
The *Rules Wizard* is shown below. Click on the *New* button to create a new rule.



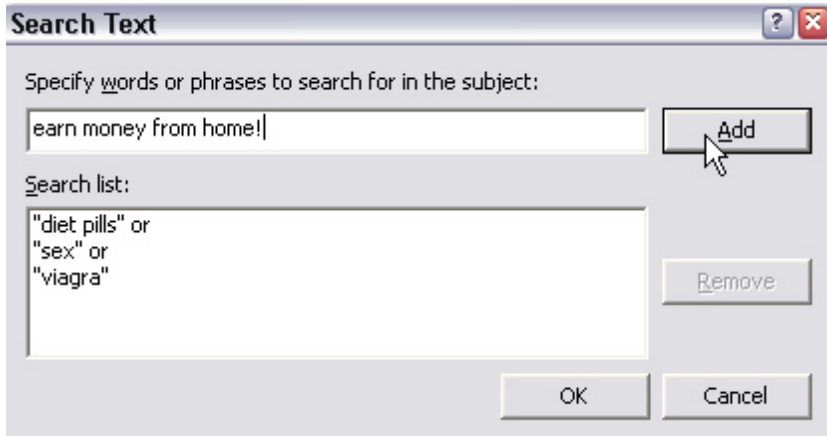
A window will open asking you how you want to create your rule. There are two options, both of which will allow you to effectively create a rule. We will select *Start from a blank rule* so that we have the most control over the filtering process. Make sure you have highlighted the option for *Check messages when they arrive*, as shown below. Click the *Next* button.



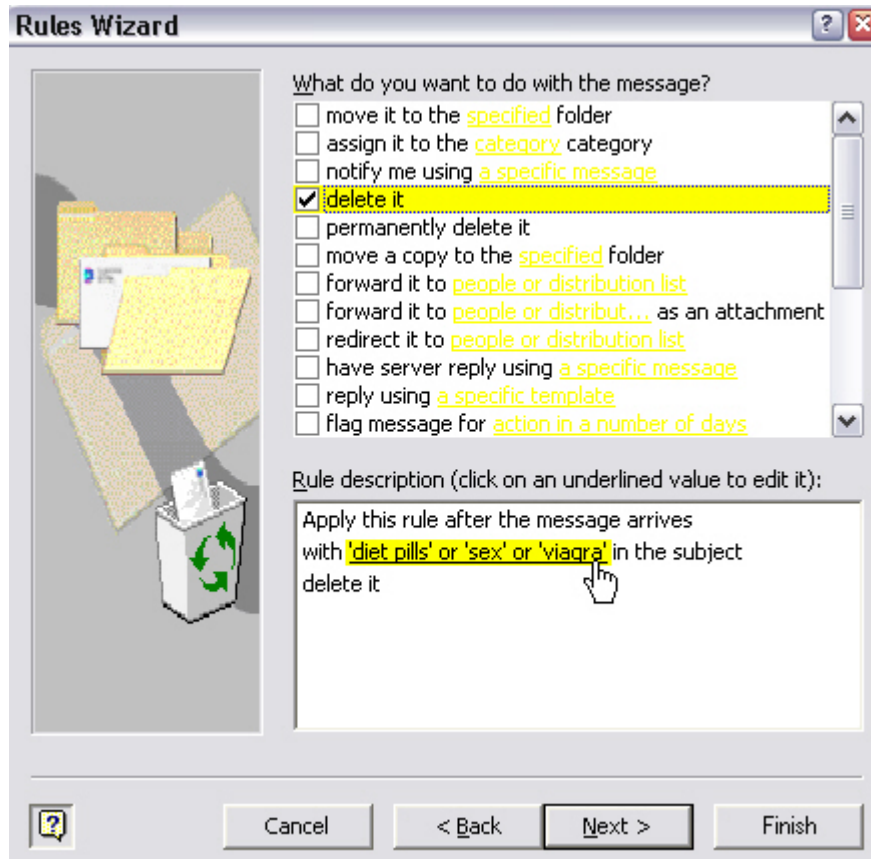
Now we'll select the criteria for this rule – we want to filter messages based on specific words in the subject. Check this box and then click on *Specific Words* in the rule description as shown below.



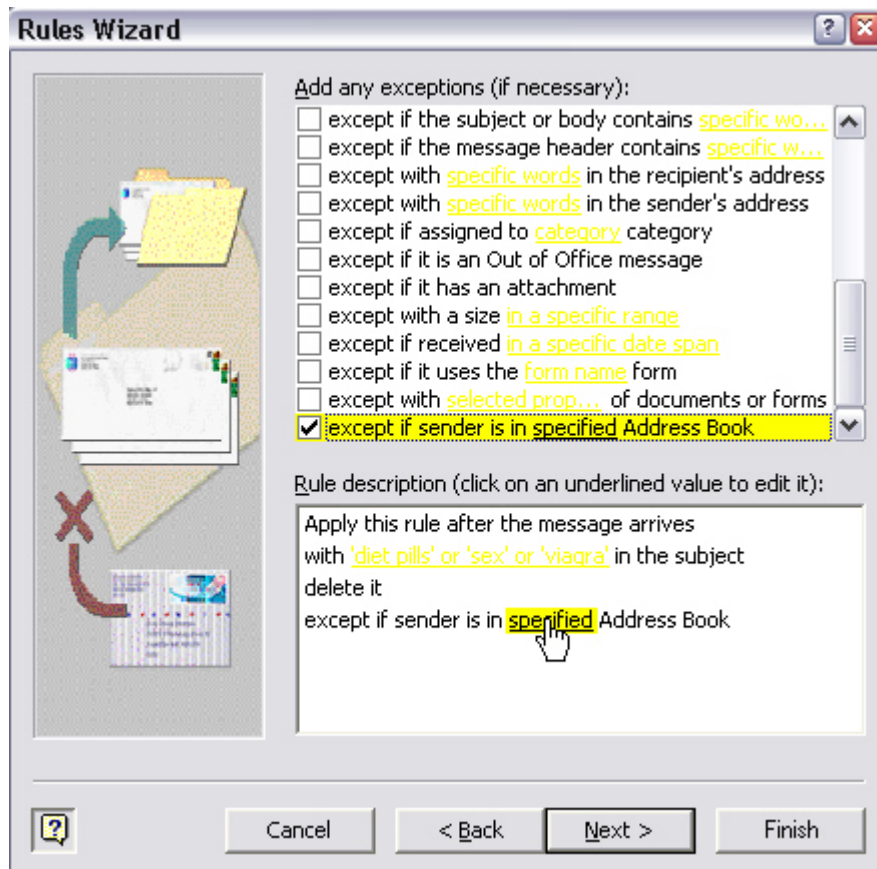
A small window will open in which you may build a list of words and/or phrases for Outlook's filtering criteria. Any message containing one or more of these words or phrases will make Outlook perform an action that you will define on the next screen. Click *OK* once you've added all of the words and/or phrases you'd like and then click *Next* to advance to the next step in the *Rules Wizard*.



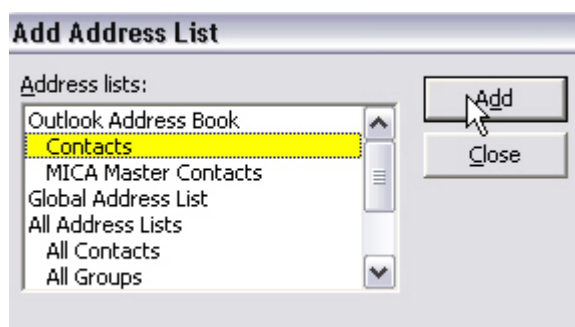
This step allows you to tell Outlook how to deal with messages containing any of your flagged words or phrases. In this example, we've chosen to delete such messages (i.e. move them to the *Deleted Items* folder). You may instead want to move them to the *Junk Mail* folder. That is fine, just select the *move it to...* option (first in the list) and specify the *Junk Mail* folder. Click *Next*.



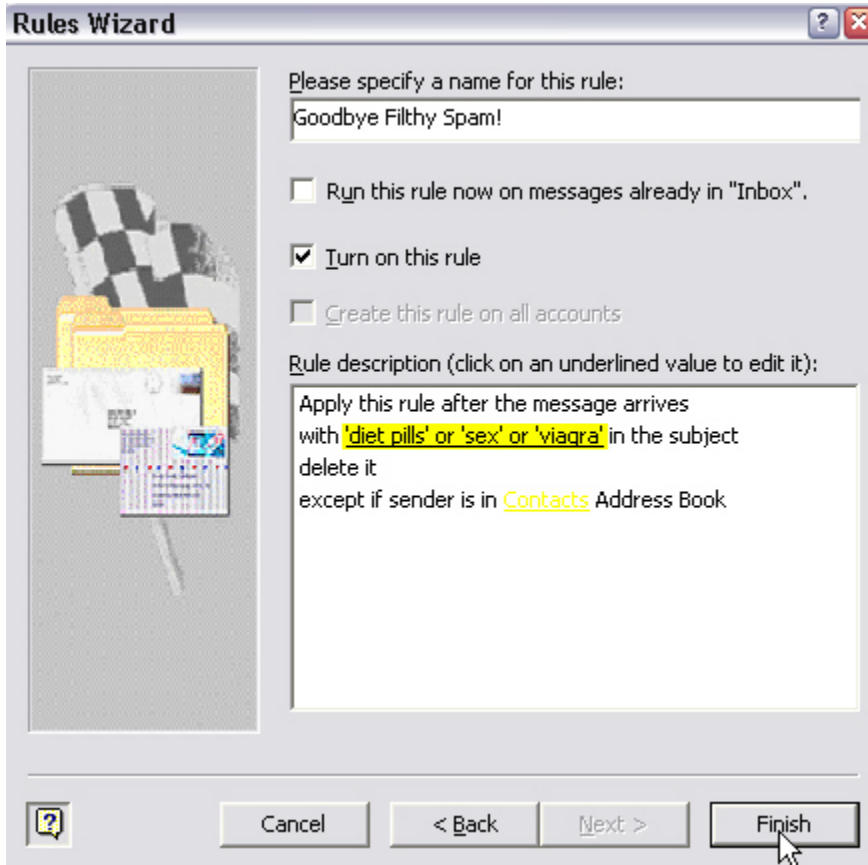
If you would like to make any exceptions to this filtering rule, now is the time to do it. For example, if you maintain a contact list in Outlook, you may want to create an exception to let all messages from people in your contact list bypass the filter. To do this, select the last option in the list and click on the *specified* link, as shown below, to choose an address book to except.



A small window will pop up to allow you to select the address book whose members you would like to except from this rule. If you use the Outlook Contacts to store your addresses, then that address list would be an excellent choice. Select it and click the *Add* button and then *Next* to continue.

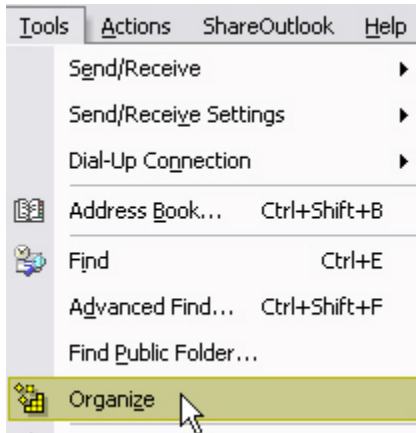


That's it! Just click the *Finish* button to finalize your rule. As time goes by, be sure to check the destination folder that you chose for filtered messages to make sure that there are no legitimate emails lost in there. This is especially important to do if you send such messages to the *Deleted Items* folder, as they may end up being lost permanently (if Outlook is set to empty that folder automatically when it closes). You may find that you need to tweak or update your rule(s) periodically to make the filtering as accurate as possible.



Blocking Senders

You may also wish to block individual senders or more general types of junk mail. To do so, click on the *Organize* link in the *Tools* menu, as shown below:



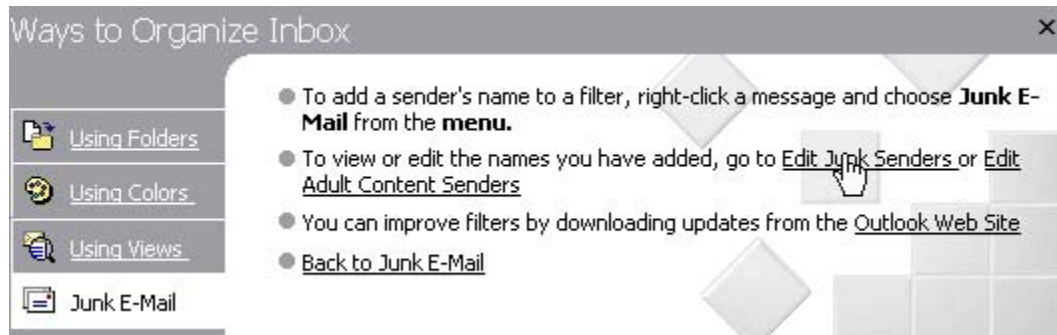
This will open the *Organize* pane, as shown below. Click on *Junk Email* on the left side to bring up the junk mail options. You may turn on both the *Junk E-mail* and *Adult Content* filters here. Before turning either one on, indicate whether you'd like to color-code messages of that type, or move them to a specified location. Once you have made such distinctions, click the *Turn On* button.



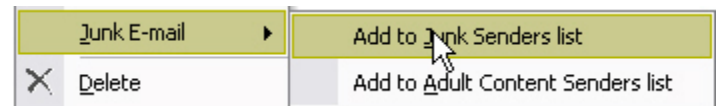
Now your screen should look like the one below. If you'd like to manage advanced options, like adding/editing/removing individual addresses from your junk senders list, click the link for more options, as shown below.



Click on the link for *Edit Junk Senders* (or *Edit Adult Content Senders*), as shown.



In the small window that pops up, you may add, edit, or remove addresses from your junk senders list. If you simply need to add addresses, and you still have copies of the offending messages stored on your computer, the easiest way to add the sender is to right-click the message and choose *Add to...List* as shown below:



Regardless of how you have built your junk mail (or adult content) senders list, you can manage it at any time by following the steps shown above.