Managing Spam in Office365

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1. What is spam?

Spam is email that is not wanted. Traditionally this type of email was sent to a large number of people and consisted mostly of advertising. Today, however, spam can contain multiple, sophisticated scripts, macros or programs designed to take control of a computer and harvest personal information.

2. How do I ensure the email I want goes into my Inbox?

FDU emails go through a number of spam management systems, identified in the sections below, designed to separate spam from legitimate emails. Most of the time these systems work well. The more information you provide to each system, the better it will perform.

Ideally each system would be checked daily but, at a minimum, at least weekly. The more frequently and regularly each system is checked, the better each system will perform.

When a system classifies a legitimate email as spam, it needs to be corrected. Some systems let you identify individual emails as spam or not spam; others let you identify senders or email addresses. We will outline each system below.

Helpful Hints

- Check each spam management system periodically
- Let the spam management system know if an email is legitimate

3. What are the spam management systems?

Since many FDU personnel use Microsoft Outlook on Windows, we will use this as the primary example for this document. Since most of the instructions involve changes to Google or Outlook Web Access on the Office365 website (OWA), the steps will be applicable to most mail clients and client operating systems.

a) Clutter folder

In Outlook, you will see a folder called "Clutter". This folder is typically displayed right below your Inbox, although this may vary if you have created additional folders. Office365 looks at what you've done in the past to determine messages you're most likely to ignore. It then puts these messages in the Clutter folder. From time to time, Office365 might get it wrong. If it does, you can let Office365 know that an email is important using the following procedures.

i.   How to Modify the Clutter folder Behavior

The steps needed to modify the Clutter folder need to be performed outside of Outlook. Even though the folder does appear in Outlook, it is modified or disabled from OWA.

1) Login into the FDU Office365 website and launch Outlook: https://office365.fdu.edu
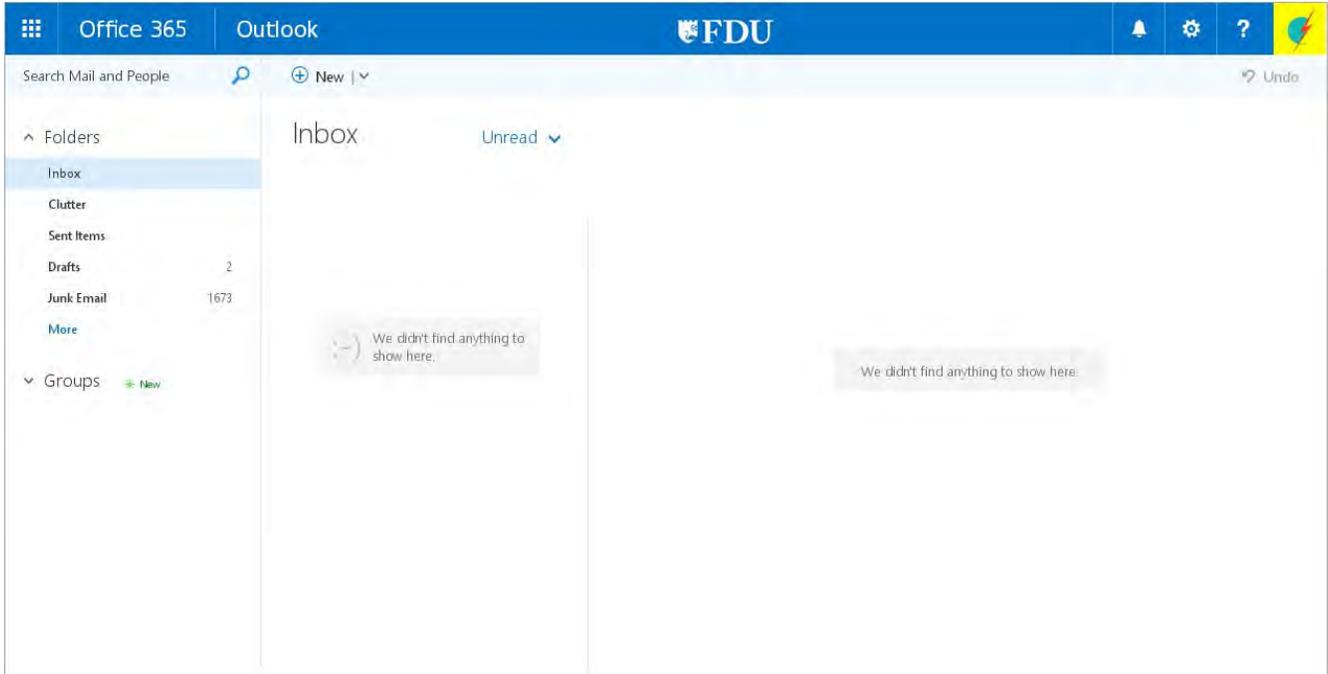
2) Move the messages that have been incorrectly identified as clutter to your Inbox, and Clutter will take notice.
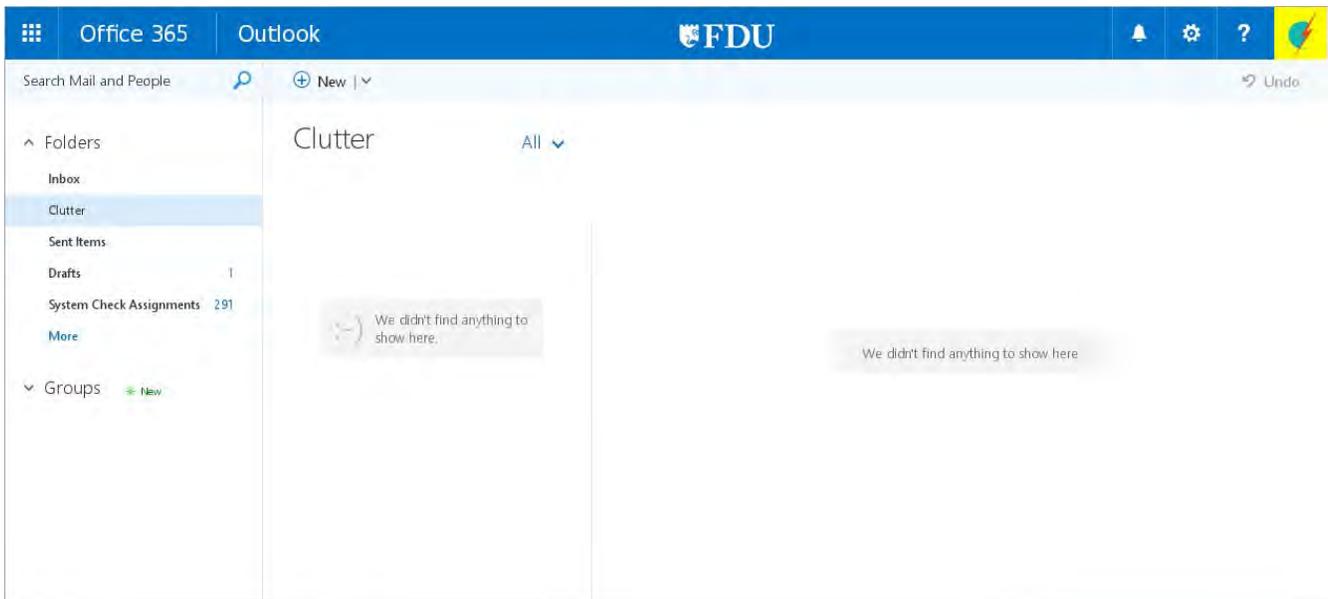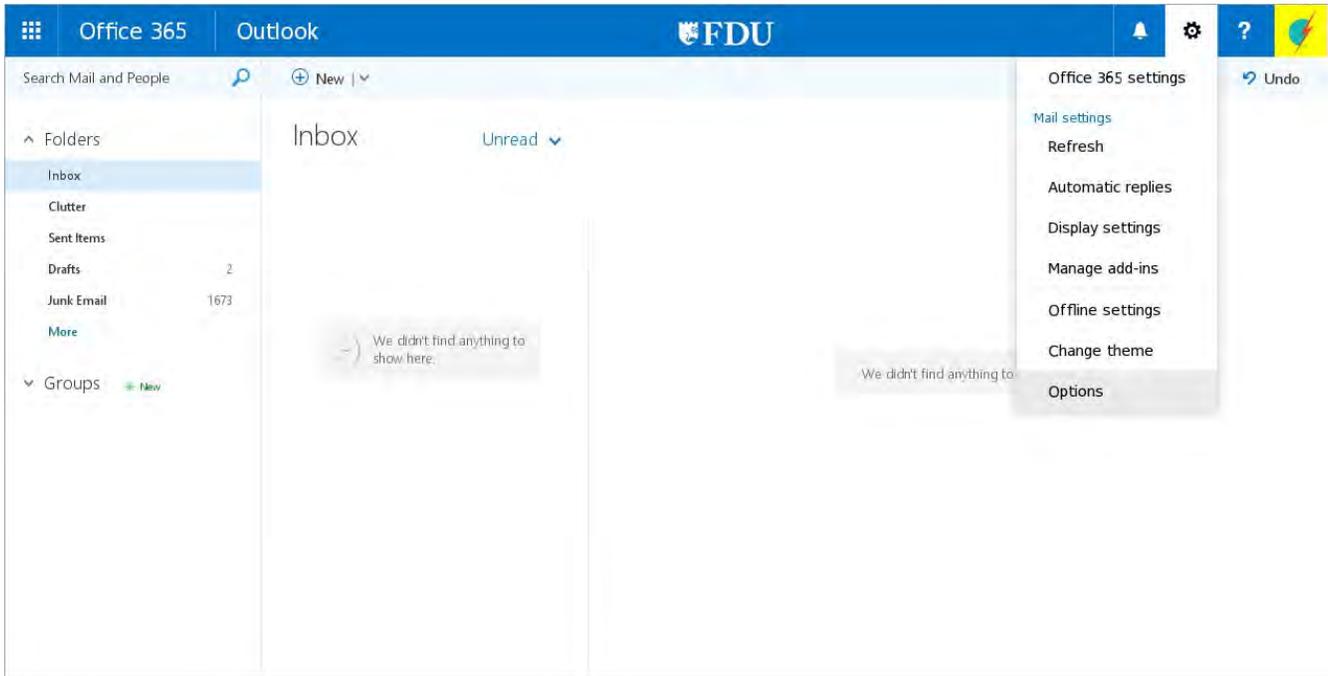
ii. How to Disable Clutter

If training Clutter does not produce the desired result or if you would like to remove Clutter altogether, this can also be accomplished from OWA. Once Clutter is disabled, email will no longer be placed in this folder. The folder, however, will not be removed in OWA or Outlook.
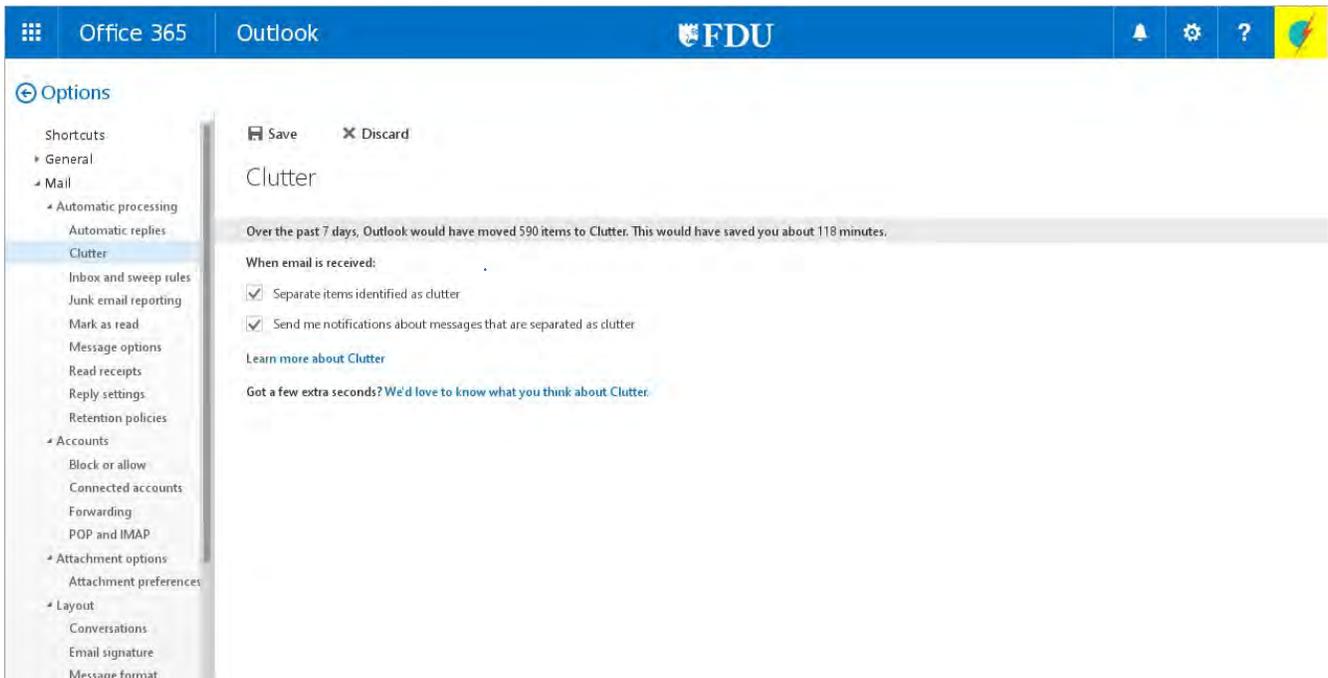
1) Login into the FDU Office365 website and launch Outlook: https://office365.fdu.edu
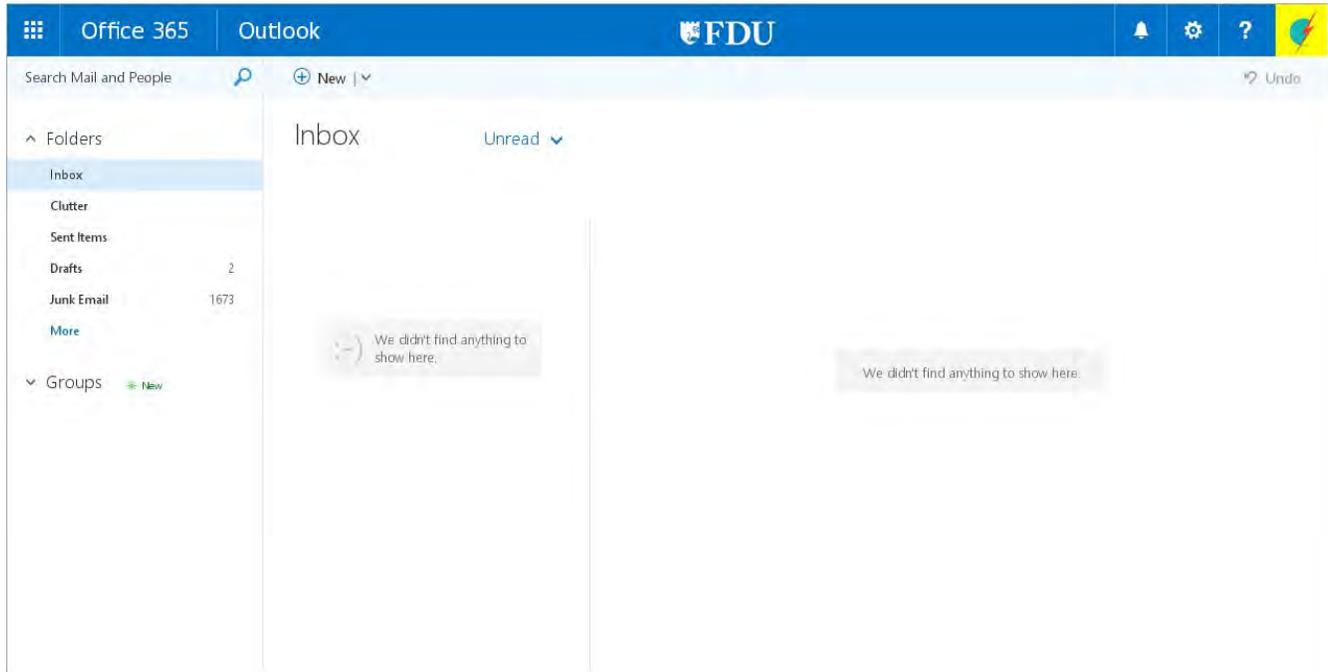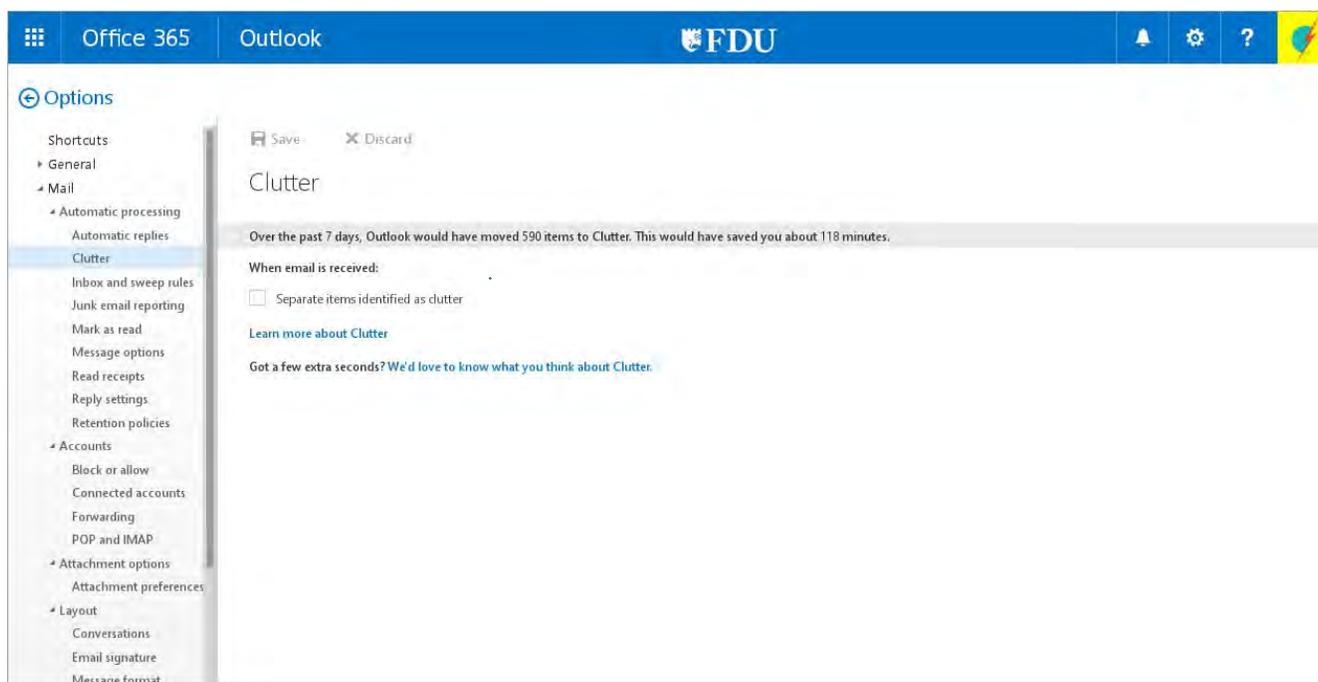
2) Click on the gear symbol in the upper right corner and select Options from the drop-down menu.

3) When the Options page appears, expand the Mail option by clicking on the triangle to the left of the word, and then click on Clutter.

4) To disable Clutter, uncheck the box next to "Separate items identified as clutter."

b) Junk Email folder

In Outlook, you will see a folder called "Junk Email". This folder is typically displayed right below the "FDU-Tagged-Spam" folder, although this may vary if you have created additional folders. Office365 has a built in junk email detection mechanism that can be turned on or off, and can be tuned by designating email addresses that are not junk and email addresses that are known to send junk email. This behavior is controlled in OWA.

i. How to Modify the Junk Email Folder Behavior

The steps needed to modify Junk Email need to be performed outside of Outlook. Even though the folder does appear in Outlook, it is modified or disabled from OWA.

1) Login into the FDU Office365 website and launch Outlook: https://office365.fdu.edu
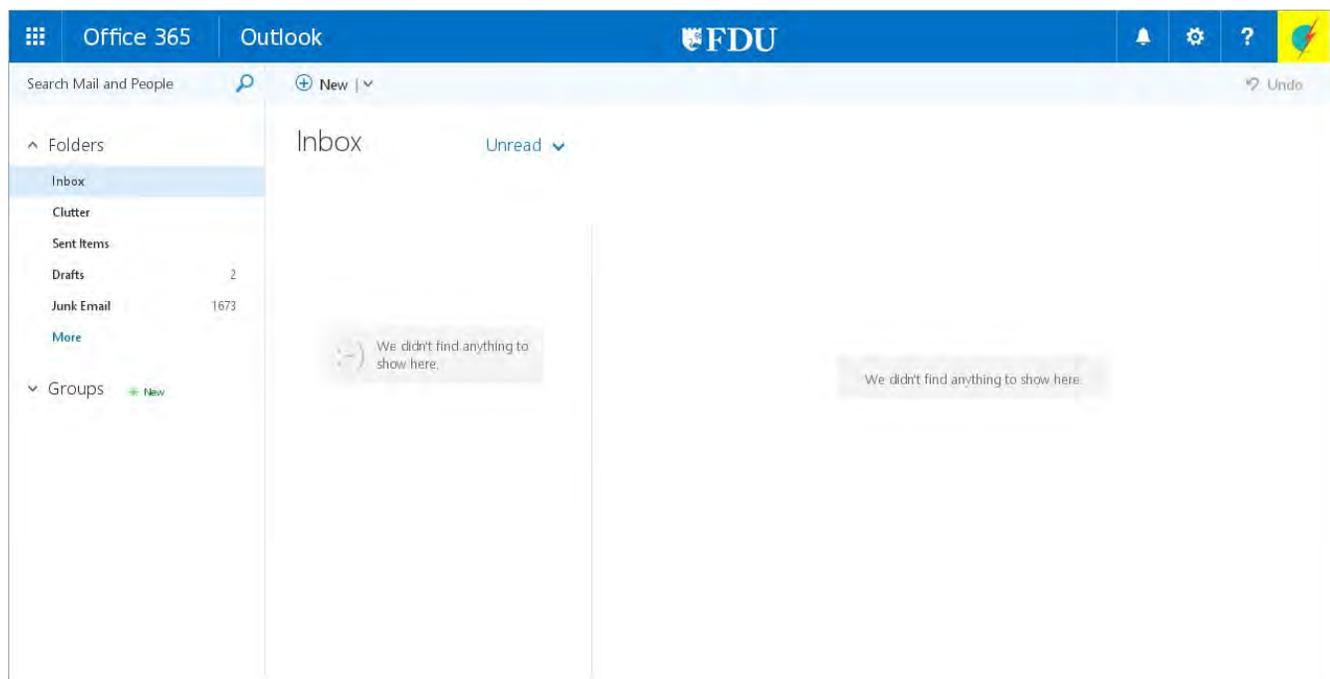
2) Click on Junk Email in your list of folders. You will see a list of all the email that has been placed in that folder.
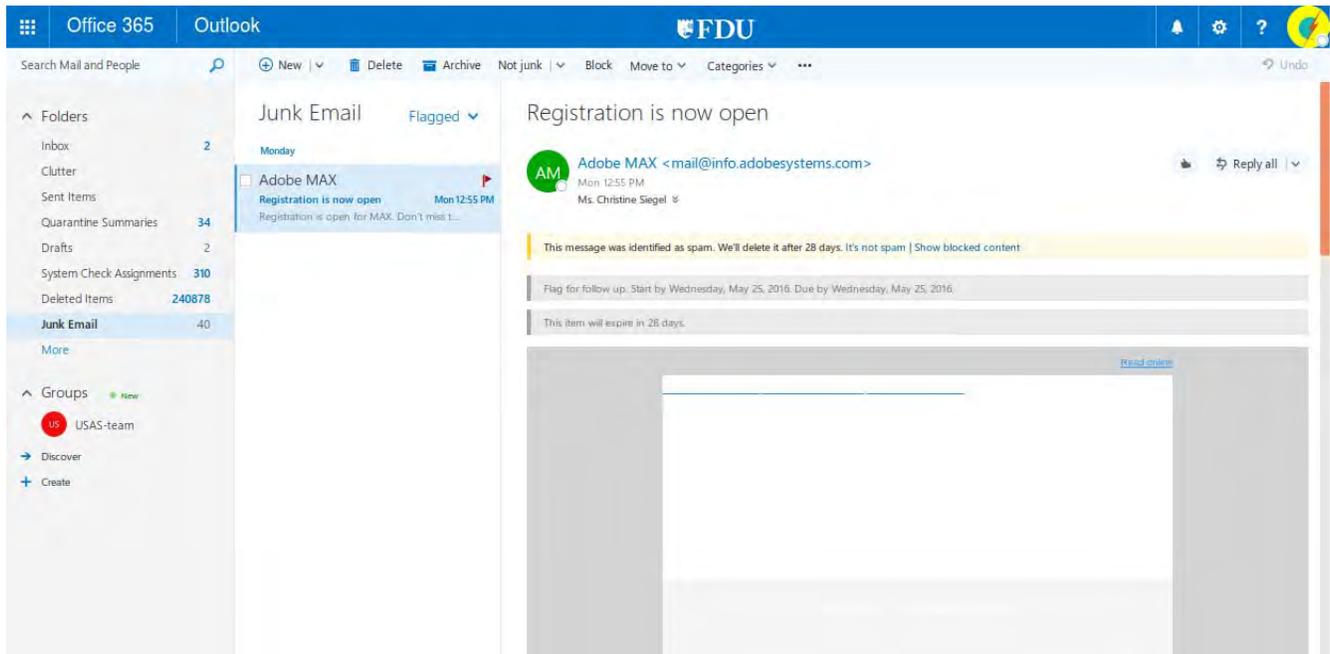
3) Move the messages that have been incorrectly identified as Junk Email to your Inbox. Select the message(s) you want to move by either right-clicking on a single message or clicking on the check-box in the upper left corner of the listing. A drop-down action menu appears. Scroll down the menu to "Move". In the new drop-down menu that appears, select "Inbox". If it is not in the list, select "Move to another folder" and select "Inbox" from the new list that appears.
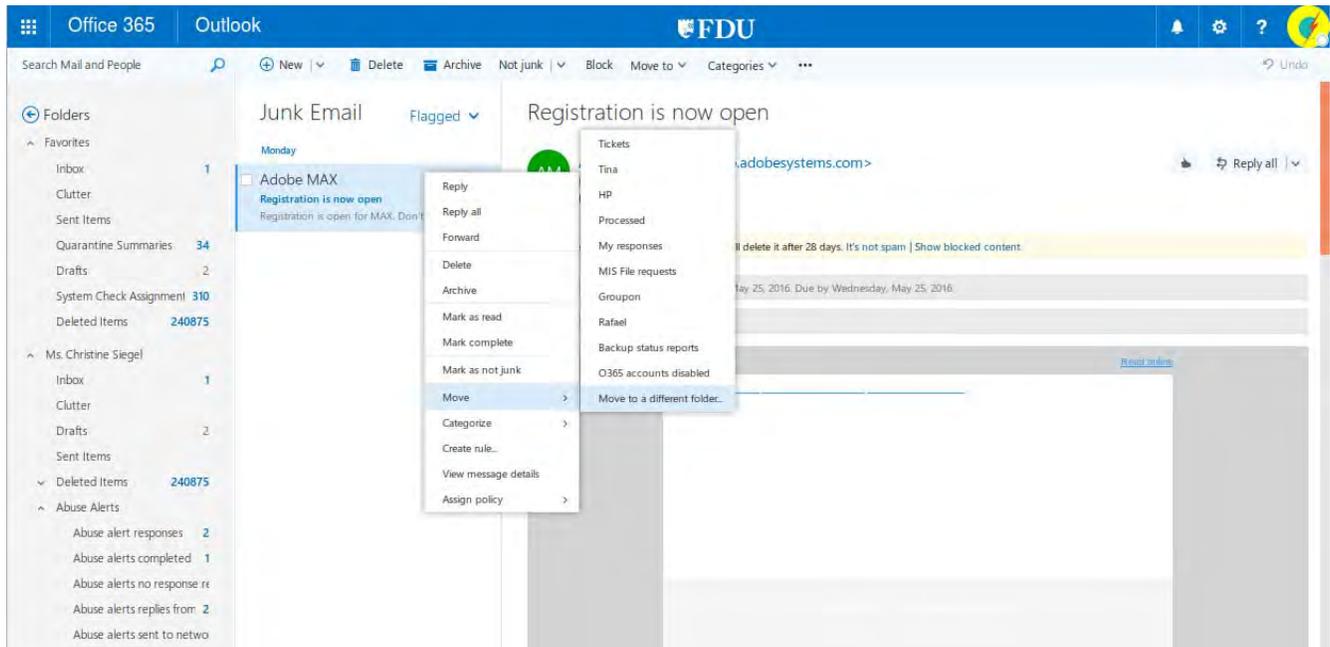
4) Selected messages will disappear from the Junk Email folder and appear in your Inbox folder.
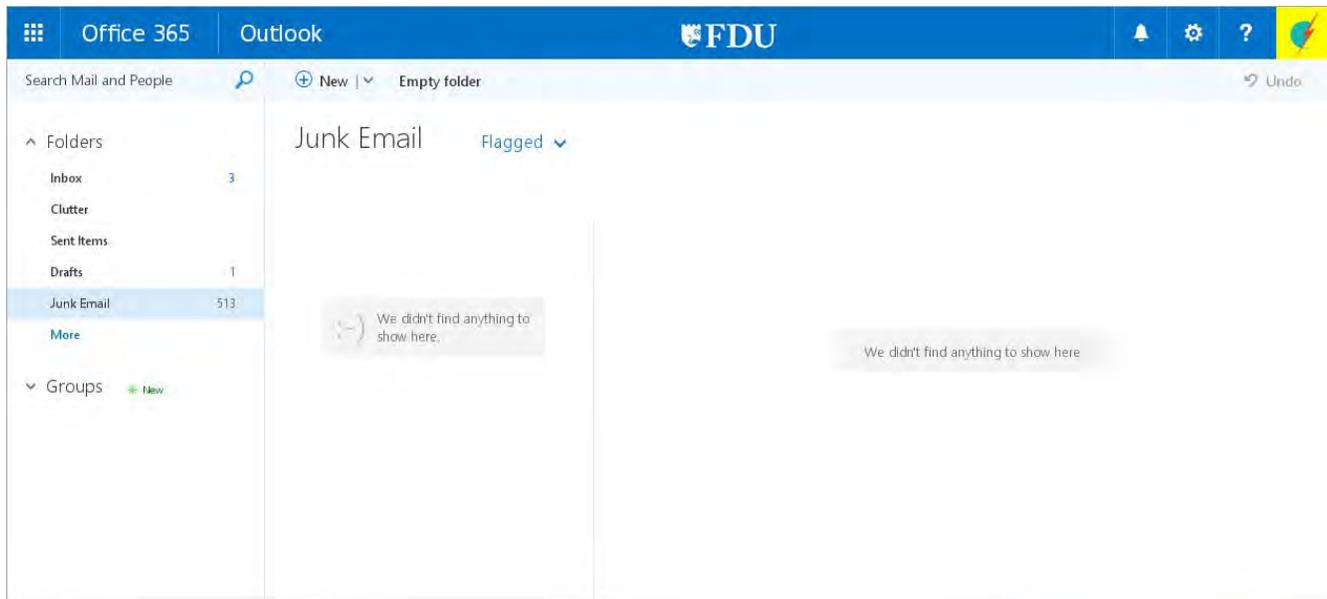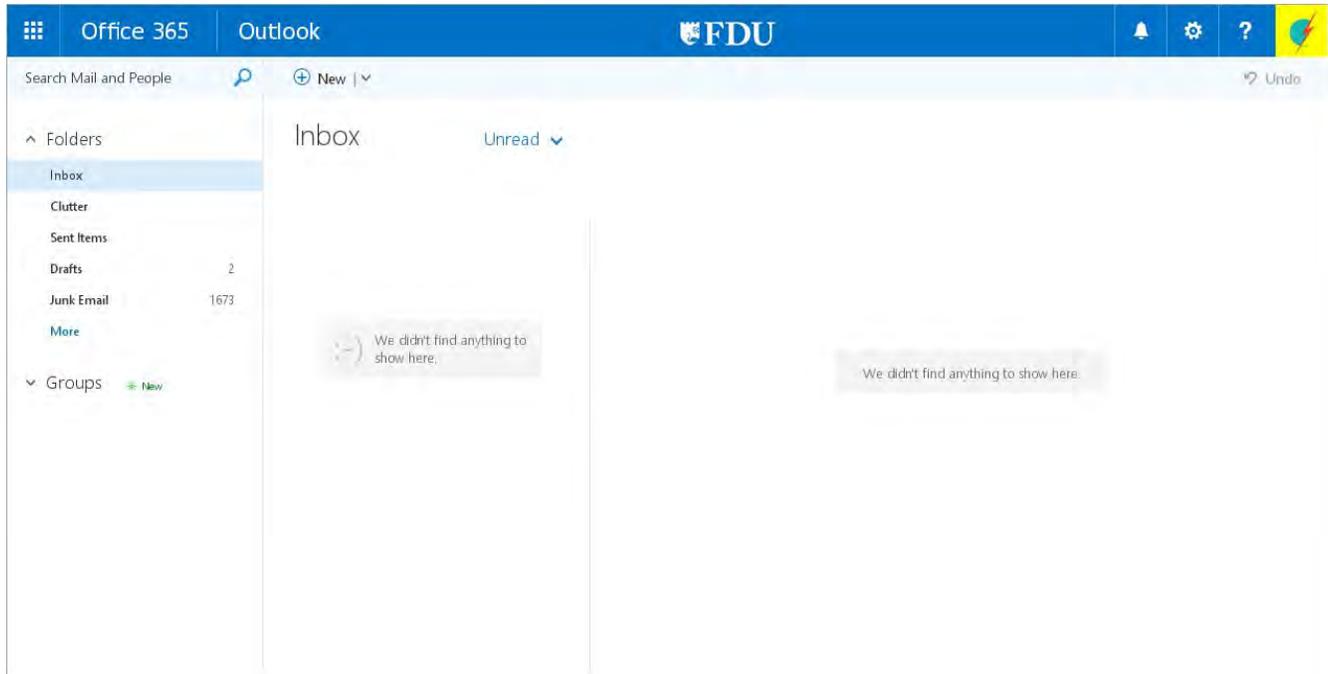

5) To prevent or ensure that future emails are treated as Junk, you will need to add those email addresses to OWA. First, we will go over how to add or remove an email address from the "Safe Senders and Recipients" list. This list controls which email always should be placed in your Inbox, regardless of whether Office365 thinks they are Junk emails. Then we will go over how to add or remove email addresses from the "Blocked Senders" list, or list of email addresses from which you never want email to be placed in your Inbox.

ii. Allowing Email Addresses - Safe Senders and Recipients List

Junk filtering is controlled by the "Safe Senders and Recipients List" and the "Blocked Senders List". You can control junk filtering by adding and removing senders' email addresses to/from these lists.
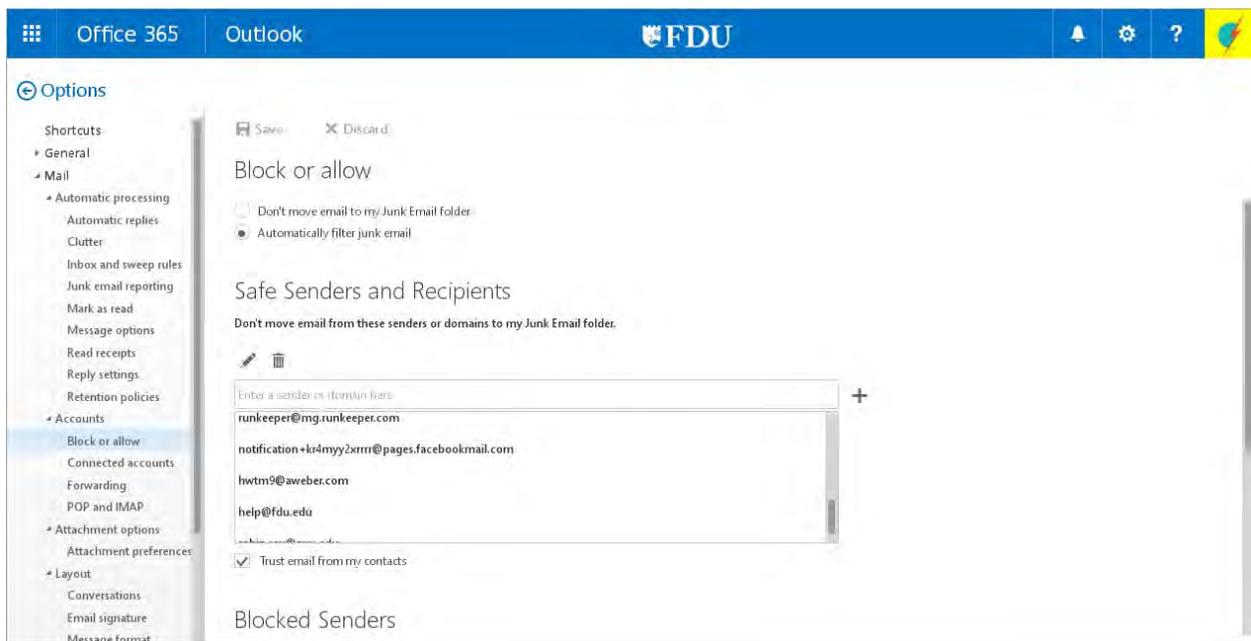
1) Login into the FDU Office365 website and launch Outlook: https://office365.fdu.edu

2) Click on the gear symbol in the upper right corner and select Options from the drop-down menu.
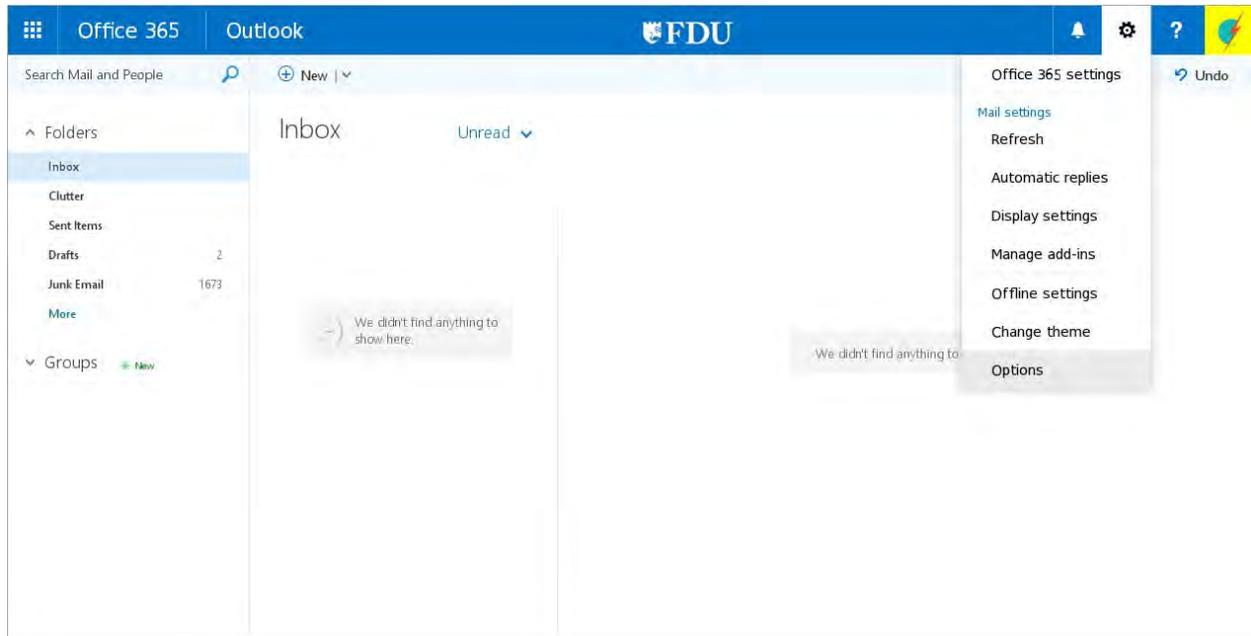

3) When the Options page appears, expand the Mail option by clicking on the triangle to the left of the word, click on Accounts, and then Block or allow.

You will see two lists of email addresses, both of which can be edited. The lists are in chronological order, with the most recently added addresses at the bottom of the list. We will discuss the "Safe Senders and Recipients" list here. You can either remove email addresses, meaning they will no longer be placed in the Inbox, or add email addresses, meaning they will always be placed in the Inbox.

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4) Scroll through the list of Safe Senders and Recipients, highlight the email address you want to remove and click on the garbage can to delete it. Alternatively, type a new email address in the box that says "Enter a sender or domain here" and click the plus sign to add it. You can add a complete email address such as "john@doe.com" or just a domain such as "doe.com".
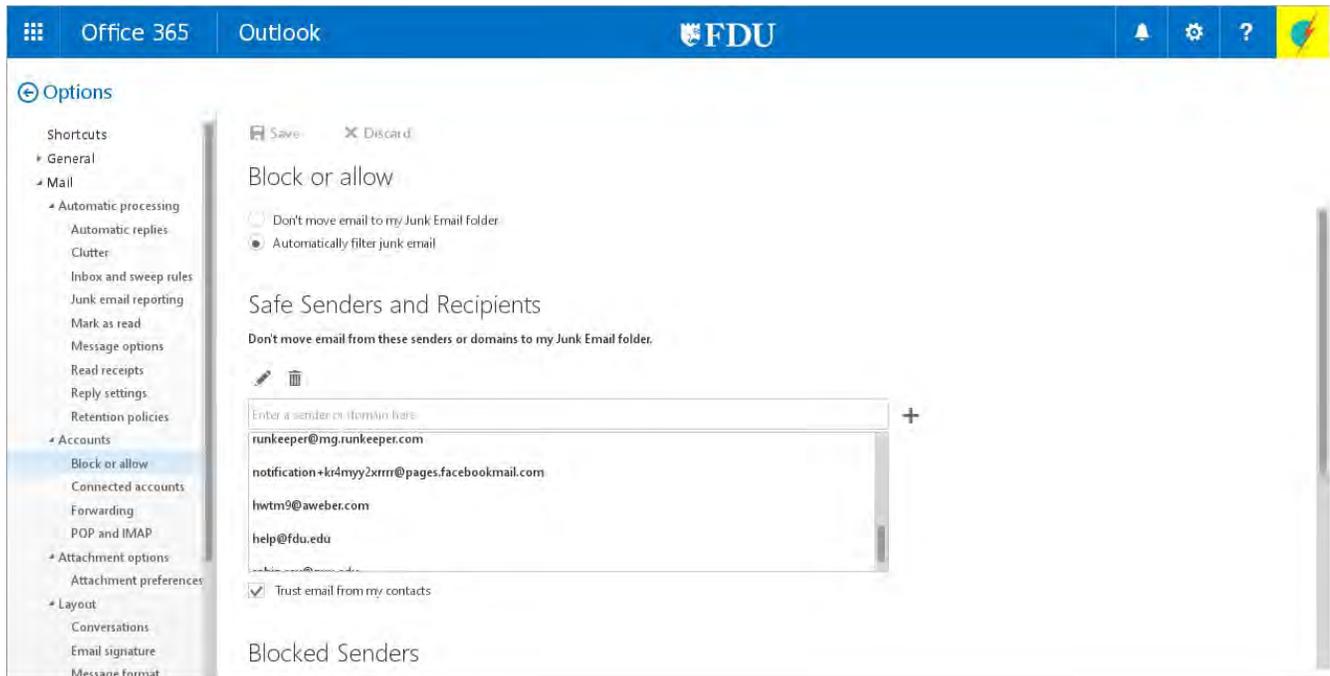
5) Click Save at the top of the page to save the settings.
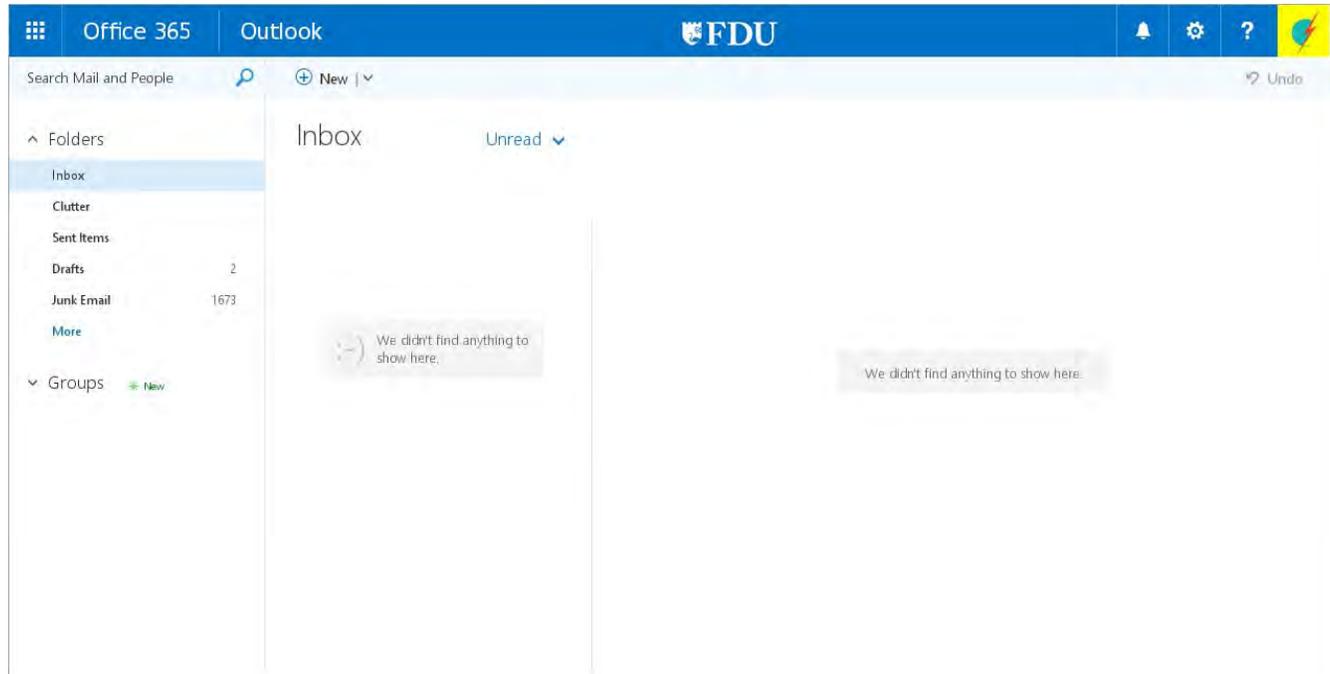
iii. Trust email from my contacts

You can always allow email to be placed in your Inbox if it is from a email address in your Contacts folder. FDU IT recommends you select this option if you are using Contacts in Outlook. Simply ensure that the box next to "Trust email from my contacts" is checked.

If you wish to guarantee that email from a sender will never appear in your Inbox, you must put that email address in the "Blocked Senders" list (see below).

iv. Blocking Email Addresses – Blocked Senders List

Junk filtering is controlled by the "Safe Senders and Recipients List" and the "Blocked Senders List". You can control junk filtering by adding and removing senders' email addresses to/from these lists.
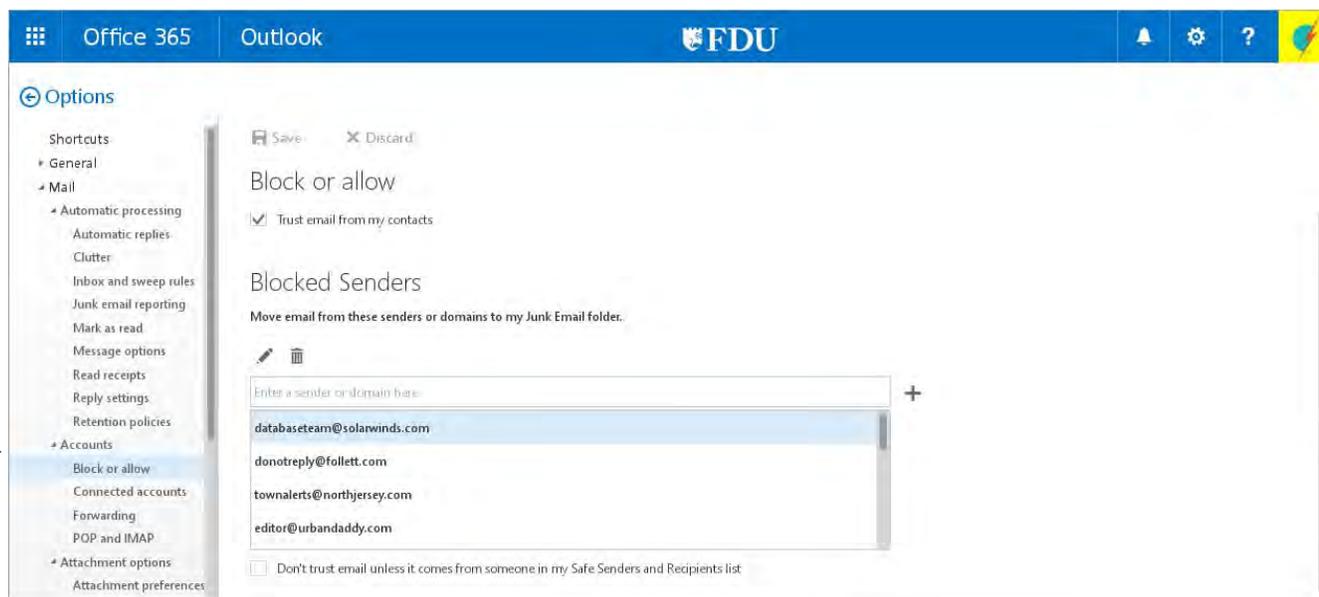
1) Login into the FDU Office365 website and launch Outlook: https://office365.fdu.edu

2) Click on the gear symbol in the upper right corner and select Options from the drop-down menu.
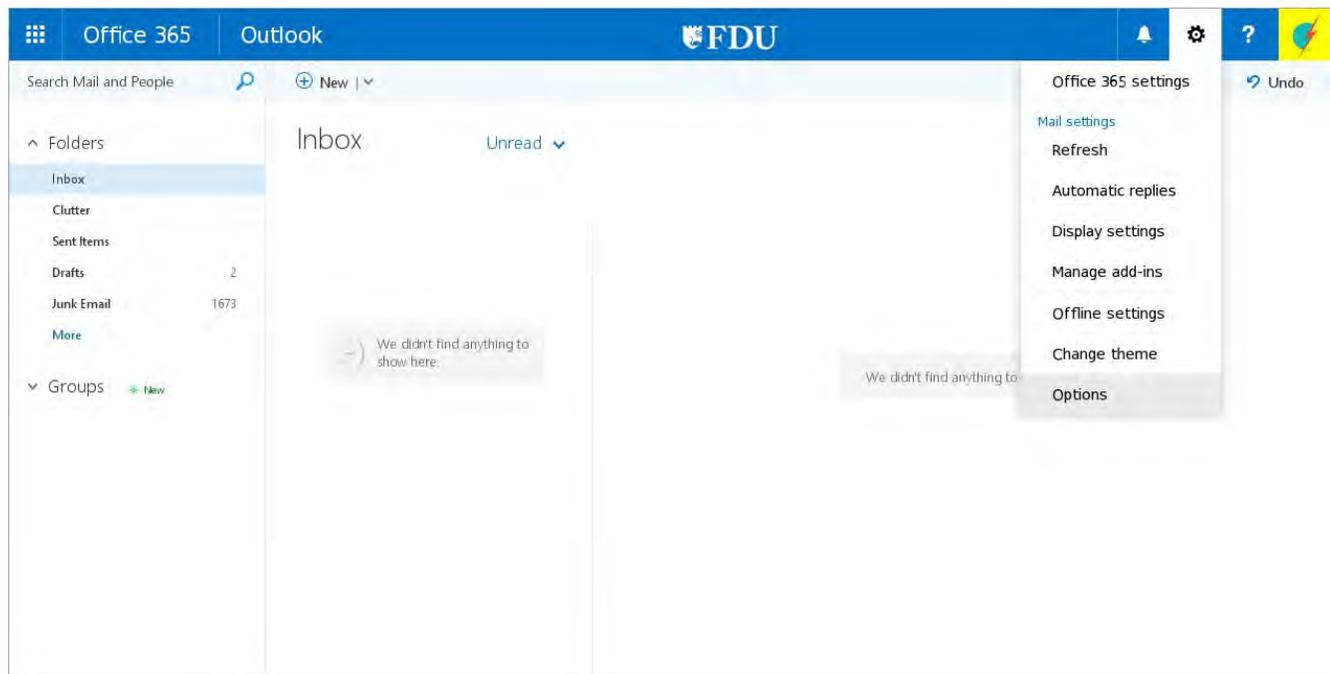
3) When the Options page appears, expand the Mail option by clicking on the triangle to the left of the word, click on Accounts, and then Block or allow.

You will see two lists of email addresses, both of which can be edited. The lists are in chronological order, with the most recently added addresses at the bottom of the list. We discuss the "Blocked Senders" list here. You can either remove email addresses, meaning they will no longer be placed in the Junk Email folder, or add email addresses, meaning they will be placed in the Junk Email folder. However, you must note that removing an email address from the "Blocked Senders" list does not guarantee future messages from that email address will be delivered to your Inbox. If this is the desired behavior, you must put that email address in the "Safe Senders and Recipients" list (see above) or disable the Junk Email folder (see below).

4) Scroll through the list of Blocked Senders and highlight the email address you want to remove. Click on the garbage can to delete it. Alternatively, type a new email address in the box that says "Enter a sender or domain here" and click the plus sign to add it. You can add a complete email address such as "john@doe.com" or just a domain such as "doe.com".

5) Click Save at the top of the page to save the settings.

iv. Only Allow Safe Senders and Recipients

There is a check-box below the list of Blocked Senders labeled "Don't trust email unless it comes from someone in my Safe Senders and Recipients list". Since this would require you to create and maintain a complete list of email addresses that can send you messages, FDU IT recommends not selecting this option.
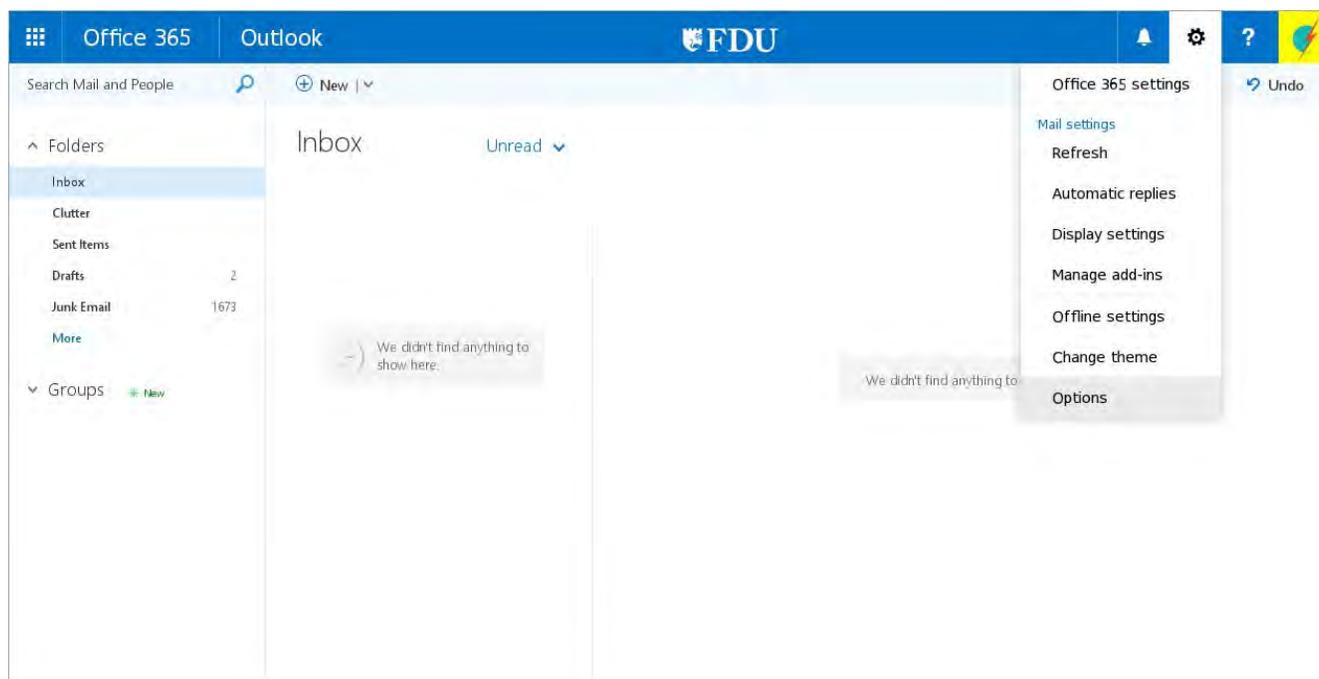
vi. How to Disable Junk Email

If you would like to remove the Junk Email altogether, this can also be accomplished from OWA. Once Junk Email is disabled, email will no longer be placed in this folder. The folder, however, will not be removed in OWA or Outlook.
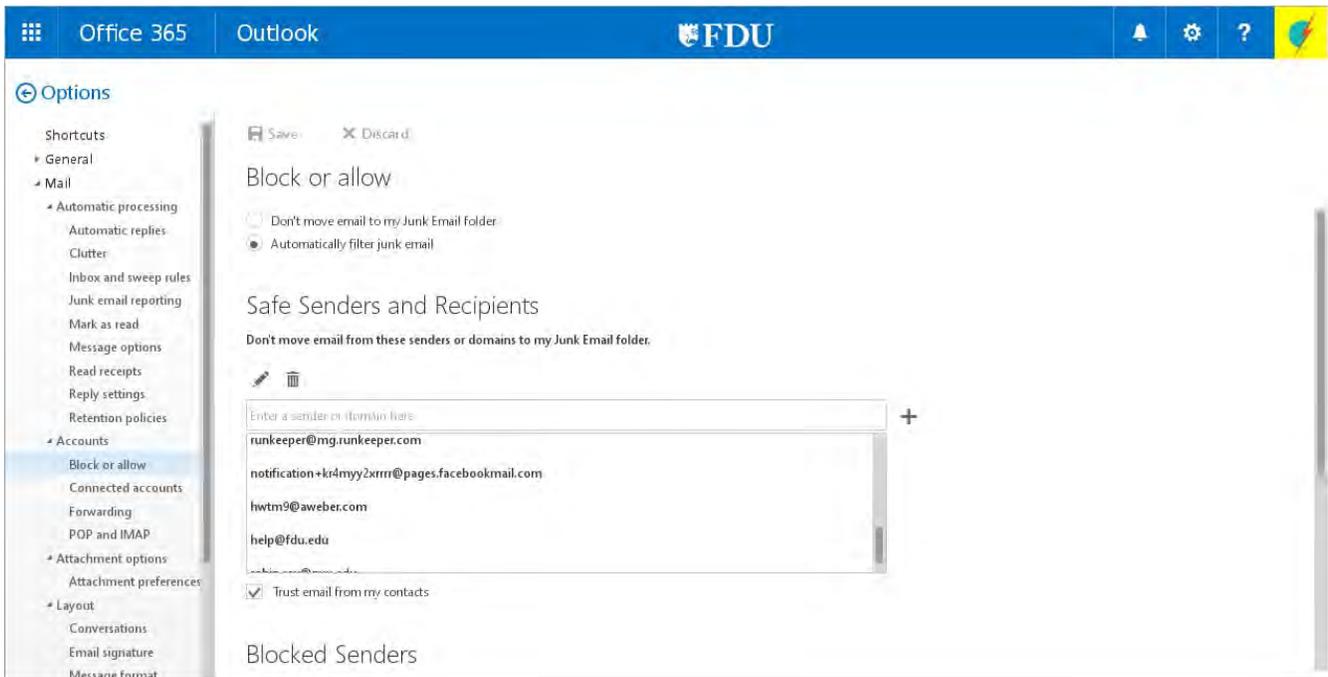
1) Login into the FDU Office365 website and launch Outlook: https://office365.fdu.edu
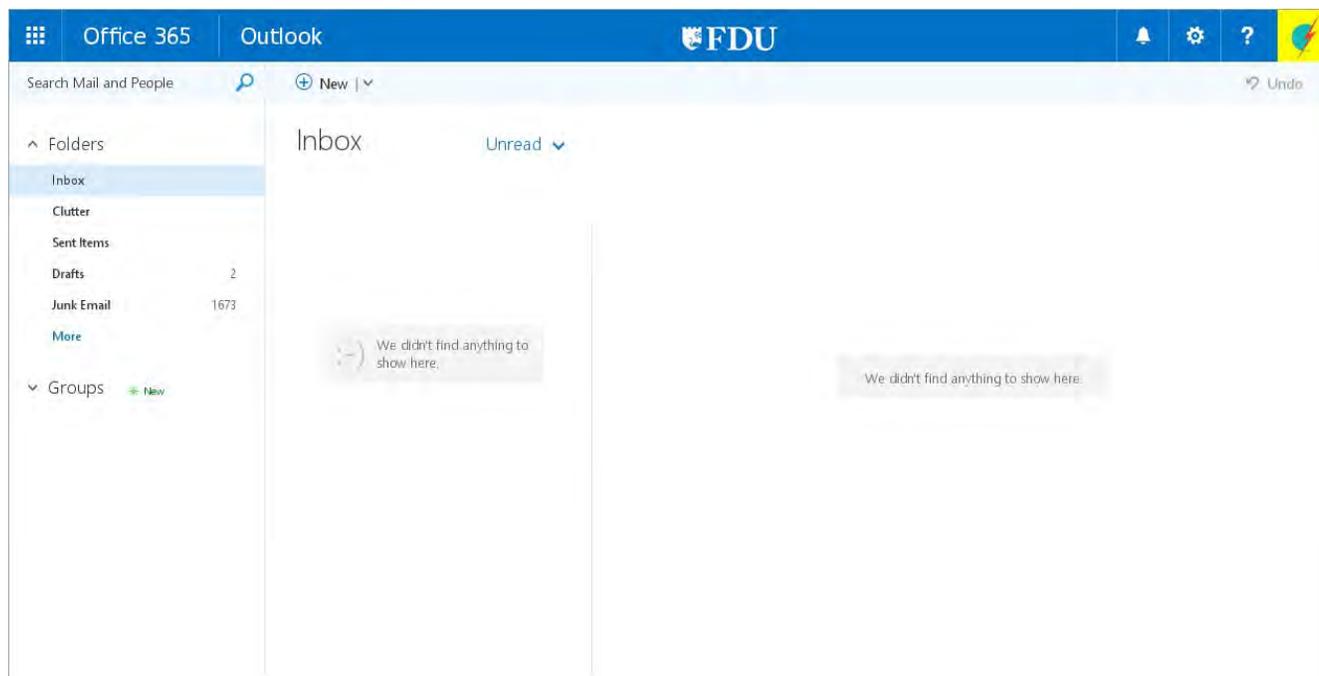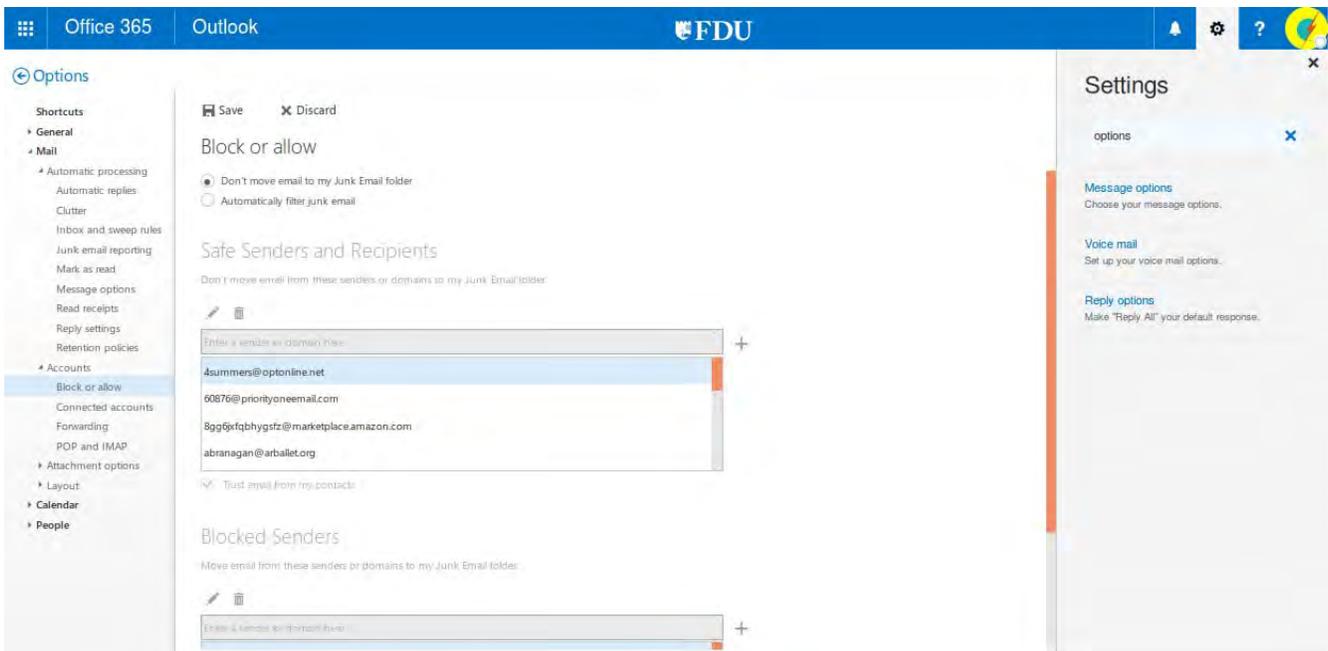

2) Click on the gear symbol in the upper right corner and select Options from the drop-down menu.

3) When the Options page appears, expand the Mail option by clicking on the triangle to the left of the word, click on Accounts, and then Block or allow.

4) To disable Junk Email, click the radio button next to "Don't move email to my Junk Email folder".

5) Click Save at the top of the page to save the settings.

c) Google Message Center

All FDU email goes through Google Apps which removes malware, viruses and Spam messages. On occasion this system removes a legitimate message. To look at these messages and deliver some to your Outlook Inbox, review the daily digest email or connect to the Google Message Center website.

i. Google Message Center – Email Digest

Each day a summary of the emails that were delivered and those that were quarantined is sent to your Outlook Inbox:

From: noreply@email-quarantine.google.com

Subject: Quarantine Summary aa/bb/cccc-xx/yy/zzzz

1) Open the email and find an email you would like delivered to your Outlook Inbox. Click on Deliver.

2) This link will launch a webpage showing the email as delivered.
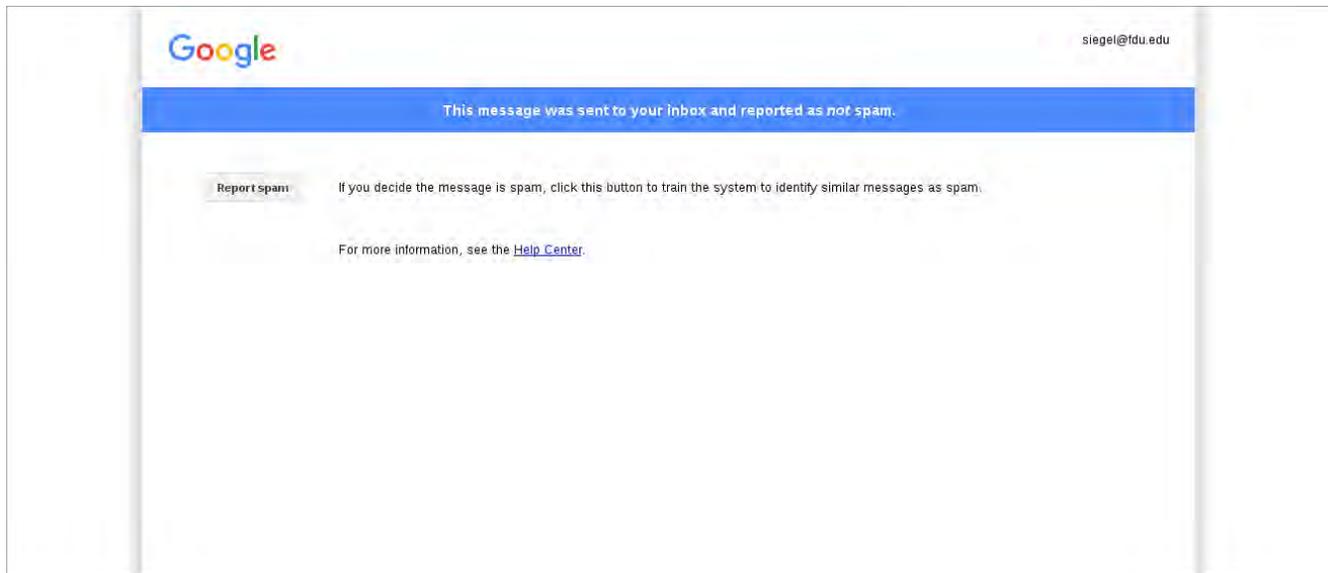
ii. Google Message Center – Website

You can access the Message Center at:
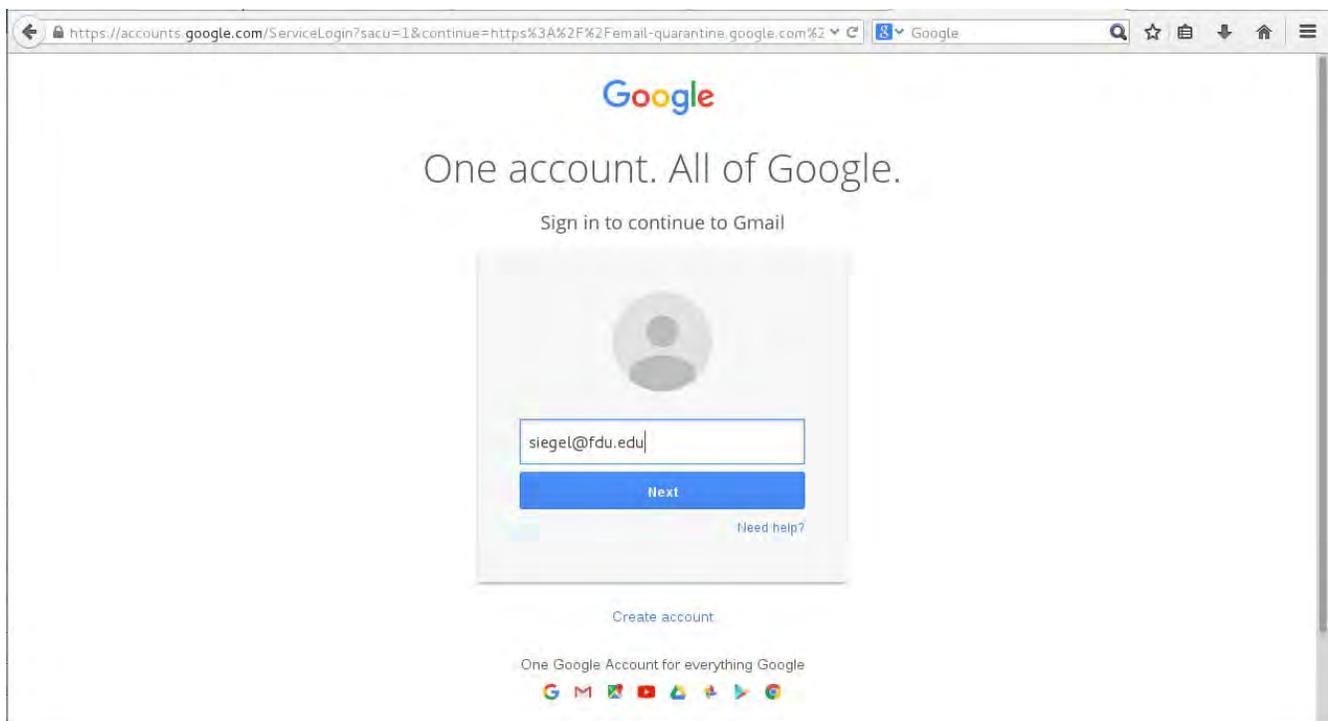
https://email-quarantine.google.com/messagecenter
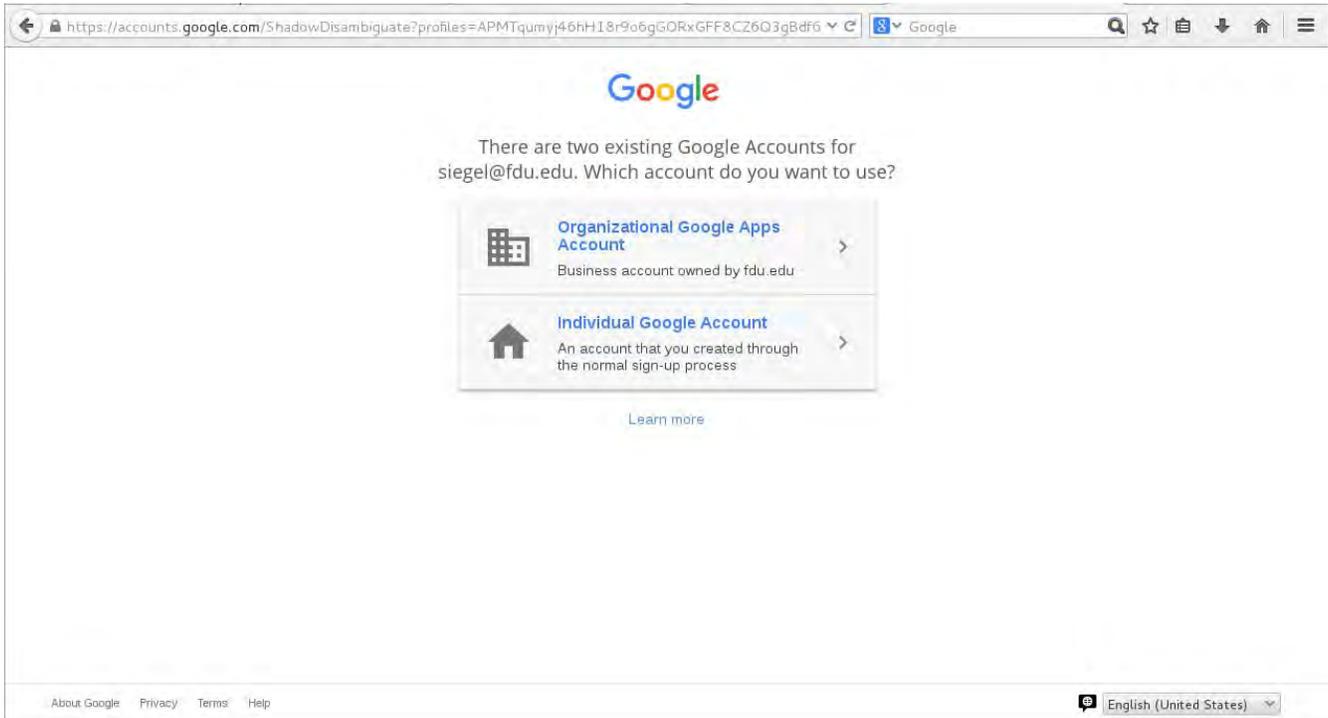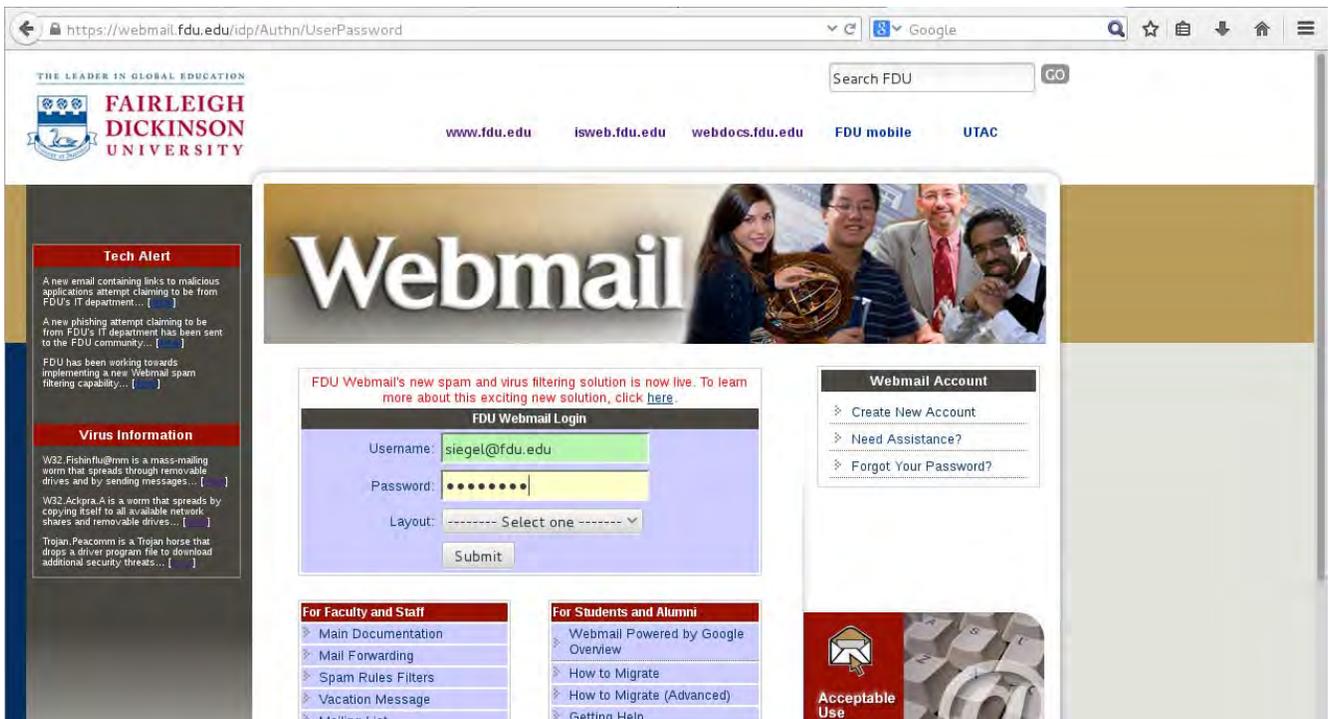
1) Open the website in any browser and login with your NetID and password.

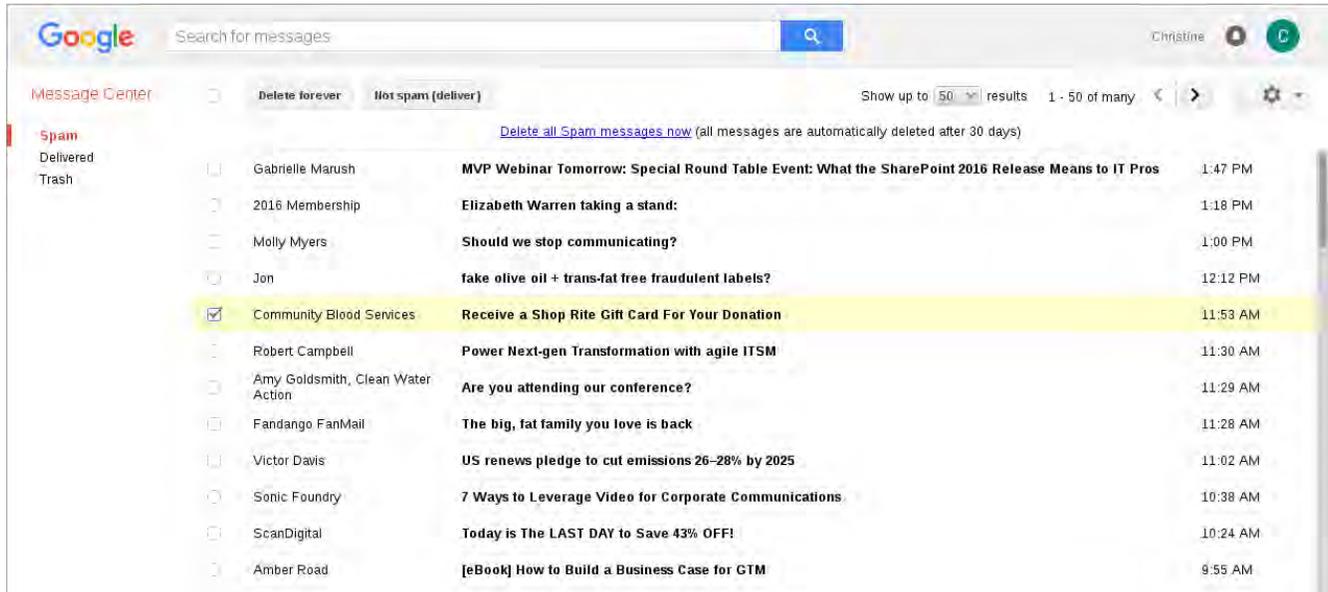2) Choose "Organizational Google Apps Account".

3) You will be brought to the FDU Webmail Login page. Login using your NetID and password again, similar to step 1.

4) Once on the website, you will find 3 categories of email: Spam, Delivered and Trash. They are listed on the left side of the page. For this section we will only discuss the Spam category. Click on this category and see a list of messages.

5) Find an email that you would like to deliver to your Outlook Inbox. Click on the email to open it or simply click on the check-box to the left of it. Above the message you will see a button labeled "Not Spam (deliver)". Click there to have it delivered to your Inbox.
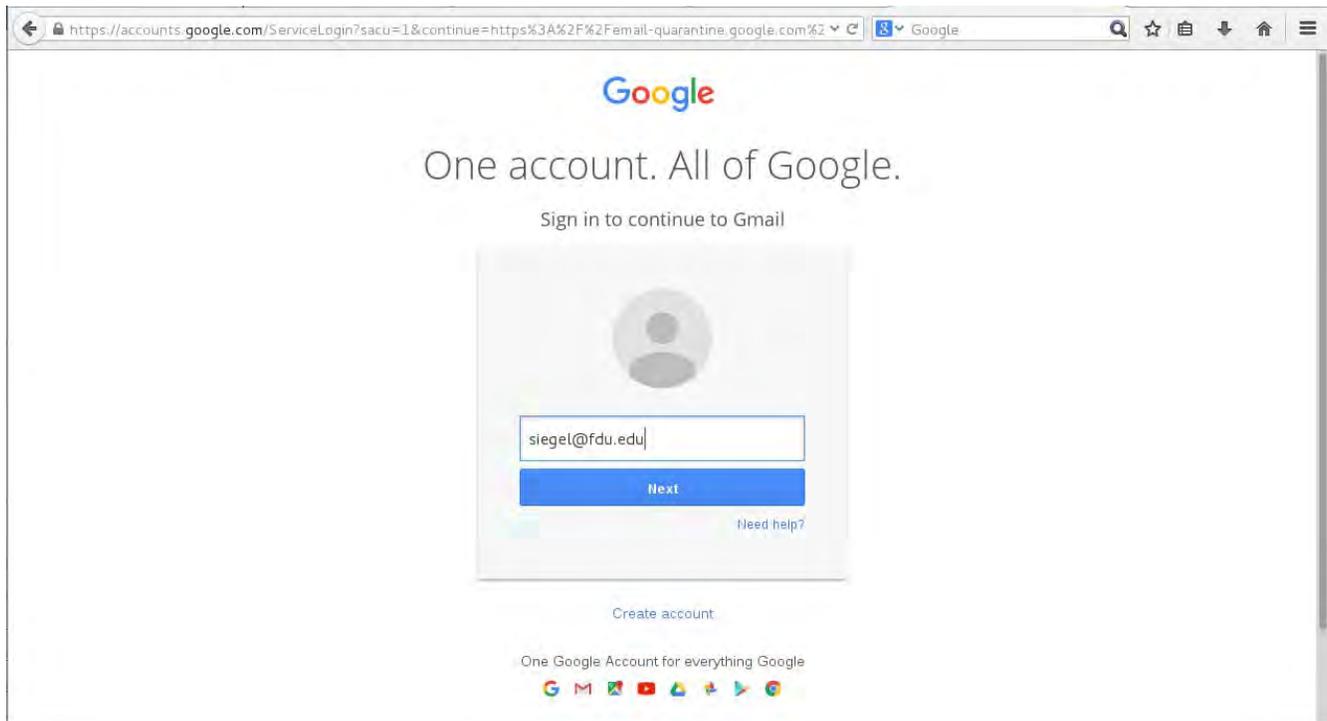
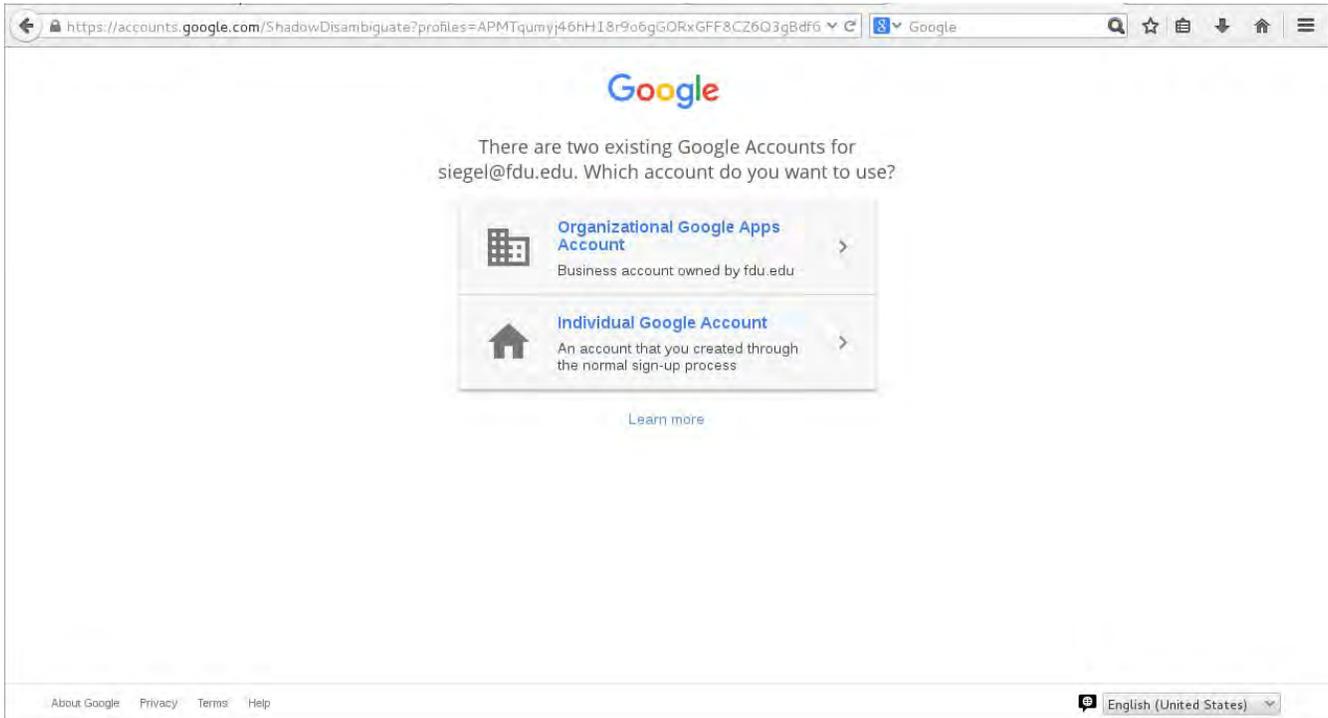## iii. Google Message Center – Approved Senders

You can add email addresses that will bypass the Google Apps spam email filter and forward the email to Office365. To add Approved Senders, do the following:

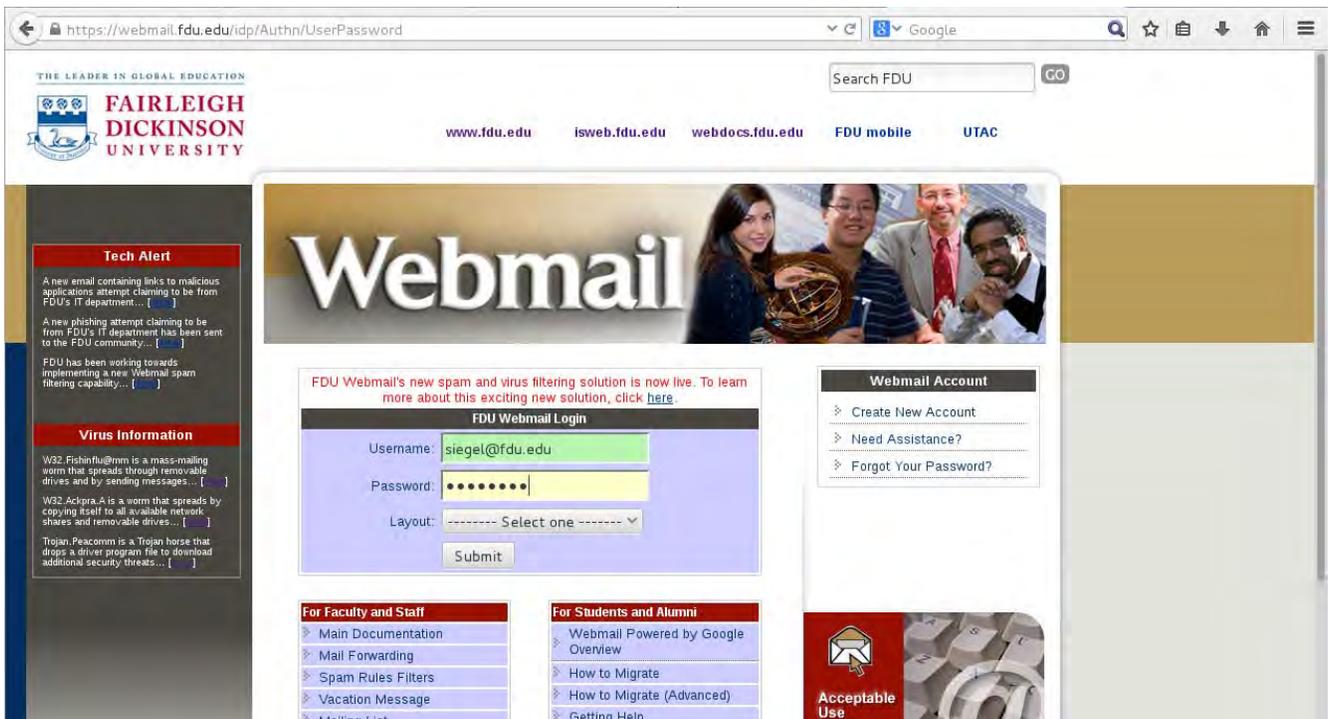1) Open the website in any browser and login with your NetID and password:

https://email-quarantine.google.com/messagecenter

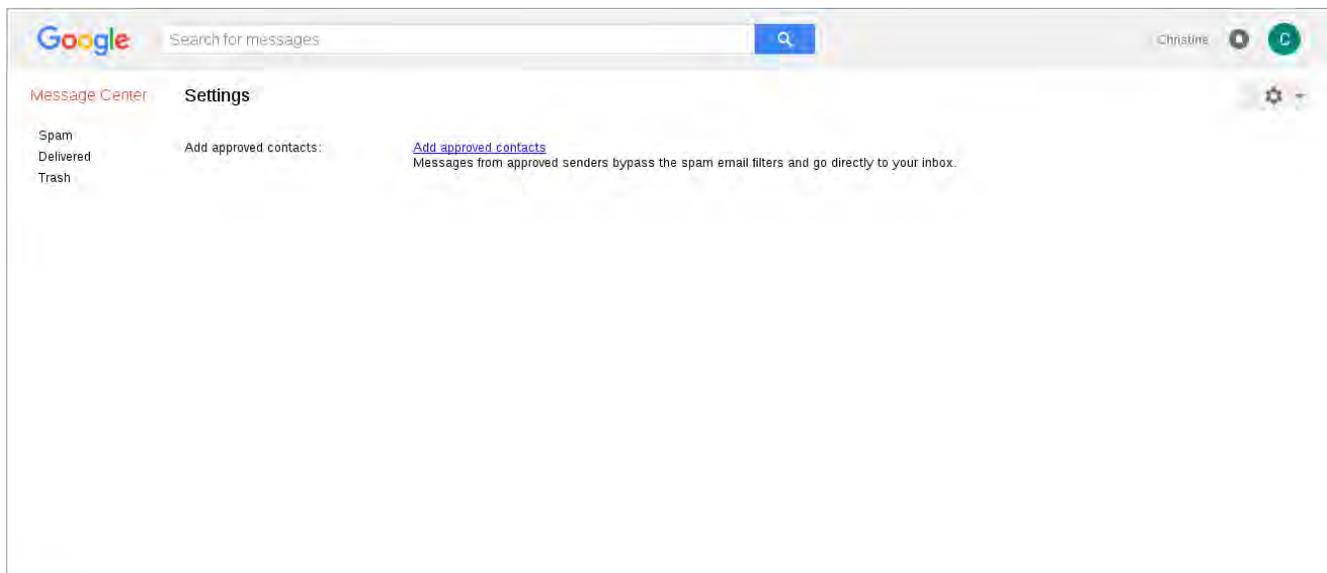2) Choose "Organizational Google Apps Account".

3) You will be brought to the FDU Webmail Login page. Login using your NetID and password again, similar to step 1.
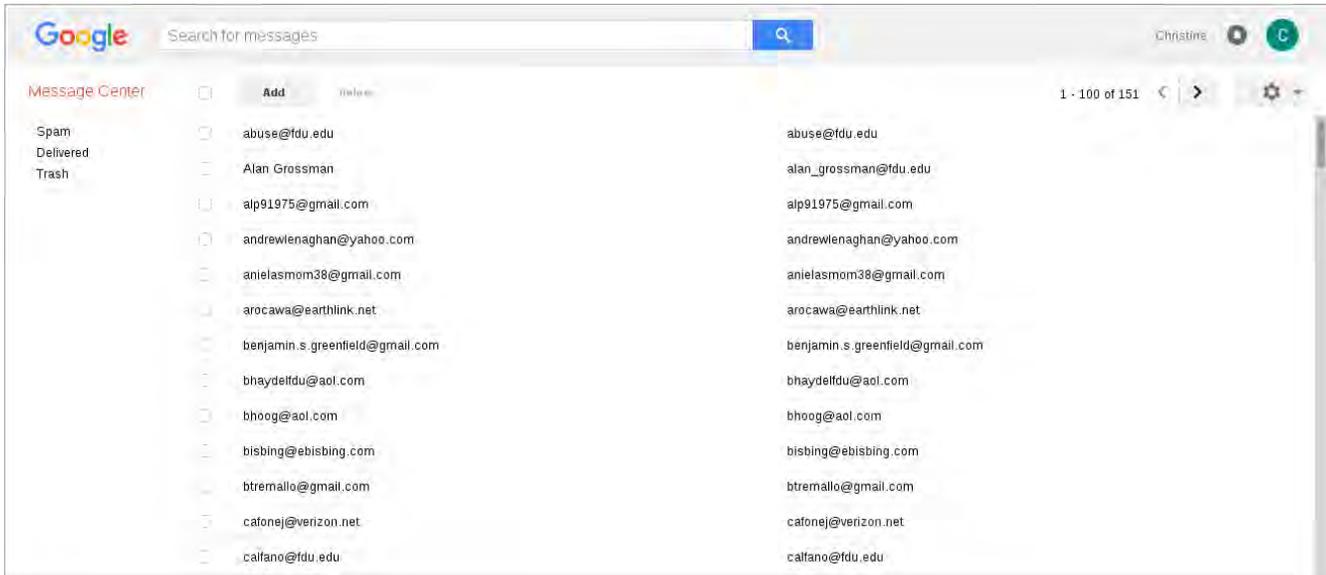
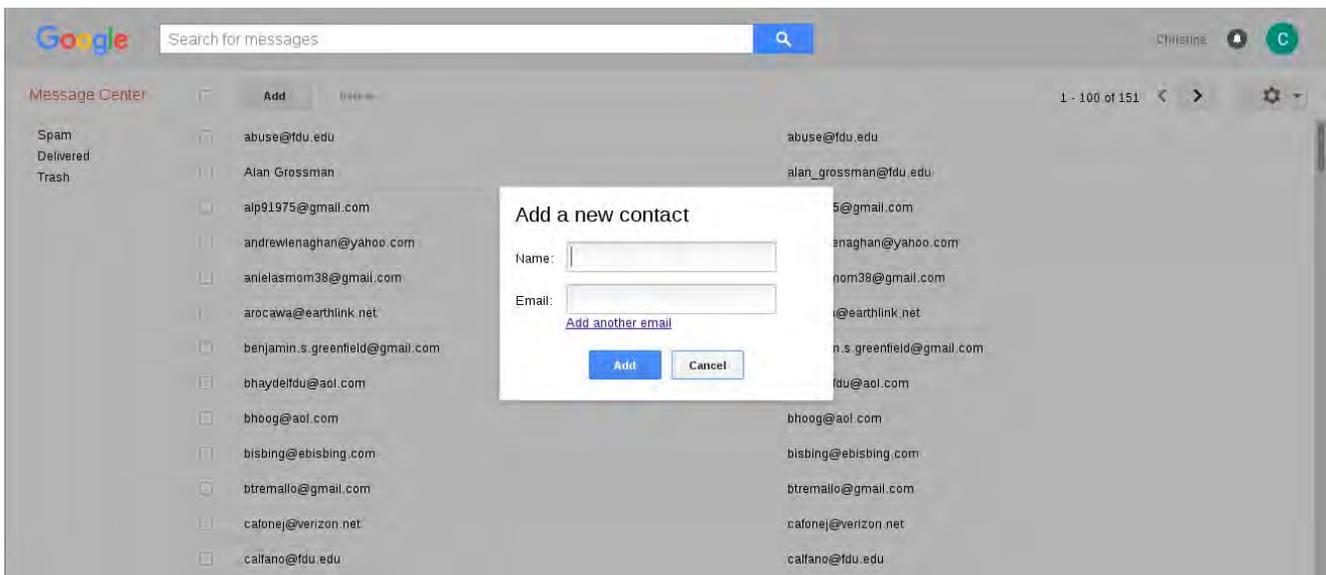4) Once on the website, click on the gear icon in the upper right corner and select Settings
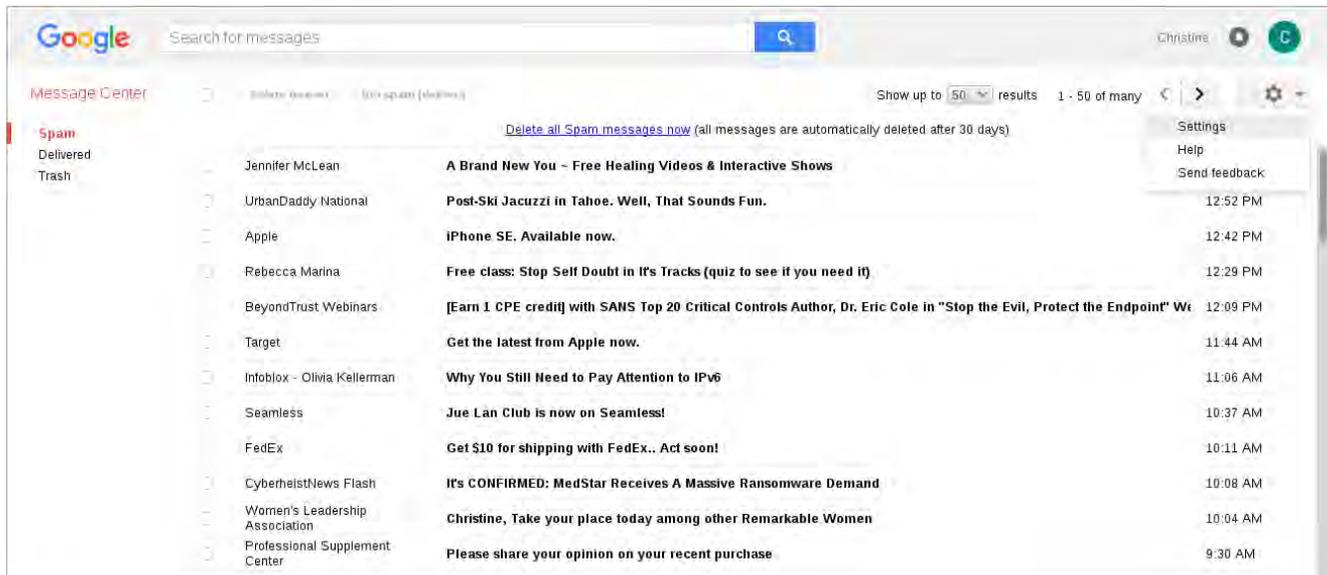
5) Click on Add approved contacts.

6) You will see a list of all your contacts, each with a checkbox to the left of it.

7) Click on the "Add" button at the top of the page. A popup will appear with spaces to enter the contact's name and email address.

8) Fill in the desired information. You then have the choice of clicking "Add another email" if you have more than one to add, "Add" or "Cancel". Unless you cancel the operation, the new email address(es) will appear in alphabetical order in the list when you have completed the process. Any email from the new contact(s) will now be allowed through the Google scanning process. After they pass through the Google scanning process, they will be subject to the Office 365 Clutter and Junk Email filtering processes described earlier.

9) If you wish to delete any contacts from the Approved Senders list, check the box to the left of each address you wish to delete, and click on "Delete" at the top of the page. The contact(s) will be deleted from the list, and emails from that sender or senders may be blocked from delivery to your Inbox. They will always appear in the Google Message Center Spam list, and in your Email Digests.