

Introduction

The University makes every effort to block the amount of junk/SPAM email that is sent to CSUN email accounts. Users who are receiving high amounts of unsolicited emails should activate the junk mail/SPAM filter control on their email client. Setting these filters will help minimize the amount of junk/SPAM email that you receive.

Faculty & Staff Email (Microsoft Exchange)

Setting Junk E-mail Filter

The Junk E-mail filter works with other Outlook 2007 features to prevent the delivery of unwanted email messages. It uses updated SPAM lists to determine if a message should be treated as junk mail based on any of the following factors:

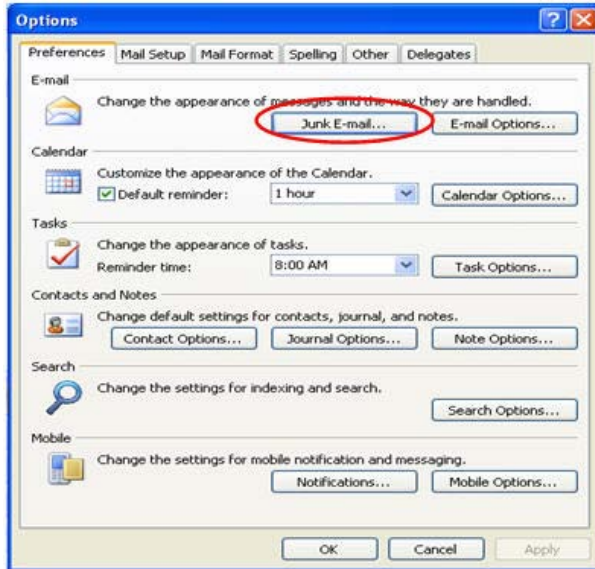
- The filter does not single out a particular sender or type of message. The filter looks at the content and structure of the message to determine whether or not it may be junk mail.
- By default, the filter is set on **Low** because this catches the most obvious junk mail. Any messages caught by this filter are automatically sent to the **Junk E-mail** folder. Selecting a **High** setting requires users to check their **Junk E-mail** folder with greater frequency because more messages will be identified as junk mail and sent to this folder.

Useful Tips

- Use the **Safe Senders List** to indicate email senders whose messages should not be sent to the **Junk E-mail** folder.
- By default, any messages from your **Contacts** are trusted and any messages sent by any of these senders will not be treated as junk mail.
- Block a specific email address or domain name by adding it to the **Blocked Senders List**.
- If you belong to a listserv, add its address to the **Safe Recipients List**.
- Messages from others in your organization are not treated as junk mail regardless of the content of their messages.

To access the **Junk E-mail Filter** in Exchange:

1. From the **Tools** menu, select **Options**.
2. Under **Preferences**, select **Junk E-mail**.



3. The **Junk E-mail Options** display window opens. Select the desired level of junk email protection.



Support

If you have any questions, or need further assistance, contact the IT Help Center at (818) 677-1400 or email helpcenter@csun.edu. To view other IT training guides and online resources, visit <http://www.csun.edu/it/training/guides/>.