

Junk E-mail Filter FAQ

Q: What will change?

A: Mail from an outside source such as yahoo or gmail would be delivered to the City of Hampton, and during that time, Barracuda would filter messages that seem as spam and then the City of Hampton would deliver it to O-365. With the change all outside mail will be delivered directly to O-365.

Q: When will this change take place?

A: The change will take effect on Friday, August 1, 2014.

Q: How will this affect receiving email?

A: Users will not notice a difference in receiving email. (Users may notice items going the Junk E-Mail folder.)

Q: Will Barracuda still handle my junk email?

A: No. Barracuda will be eliminated, and will no longer filter email to check for spam.

Q: How will my junk e-mail be handled?

A: Users will now be in control of handling their junk e-mail. You will choose whether or not you wish to receive email from a user or block the sender.

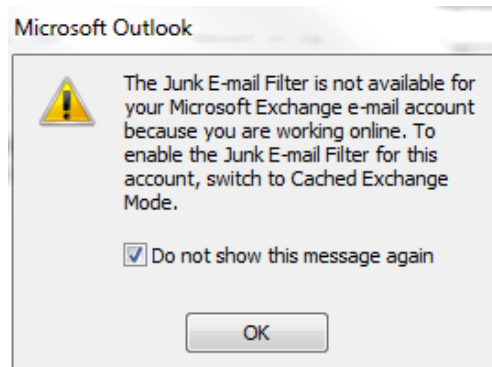
Q: How do I handle my junk e-mail?

A: You can choose to add certain senders to your Blocked Senders list or you add them to your Safe Senders list located in Junk E-Mail Options

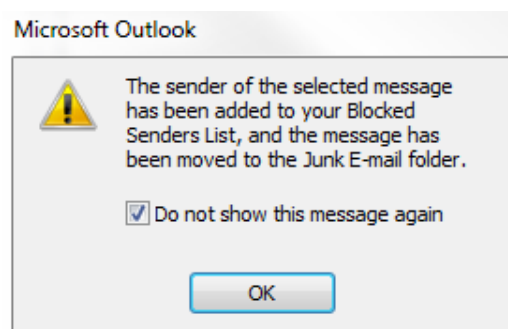
Q: How do I block a sender?

A: There are a couple of ways you can add an email to your Blocked Senders list. If you receive an email that you feel is junk, simply follow the procedures below.

1. Right click on the email you feel is junk.
2. Go down to Junk and click on Block Sender.
3. The following message will pop up on your screen. Place a check mark in the box and click OK.



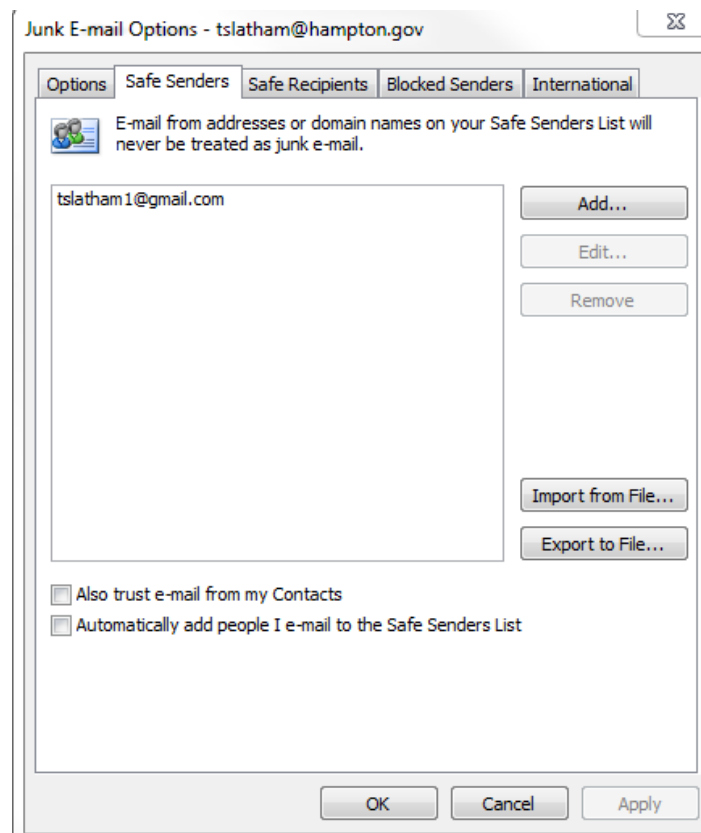
4. Another screen will then pop up and looks like this. Place a check mark in the box and click OK. Your email message has been placed in the Blocked Senders list.



Q: How do I add someone to my Safe Senders list?

A: There are a couple of ways you can add an email to your Safe Senders list. If you receive an email that you feel is safe, simply follow the procedures below.

1. Right click on the email you feel is safe.
2. Go down to Junk and click on Never Block Sender.
 - This will then place this particular email address into your Safe Senders list.

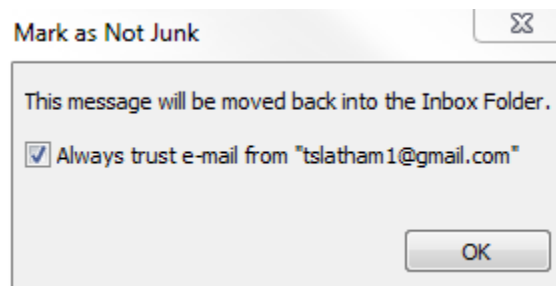


Q: Why are emails (that aren't junk mail) going to the Junk Email folder?

A: The Junk Email Filter evaluates each incoming message to assess whether it might be spam, based on several factors. These can include the time when the message was sent and the content of the message. By default, the Junk Email Filter is turned on. However, it doesn't stop the delivery of junk email messages, but moves suspected spam to the Junk E-Mail folder.

- If you would like to ensure that you receive email from a particular individual, and not be placed in the Junk Email folder, please follow the steps below.

1. Go to the Junk Email folder and right click on the message that isn't junk and then click on Not Junk. The following screen will appear.



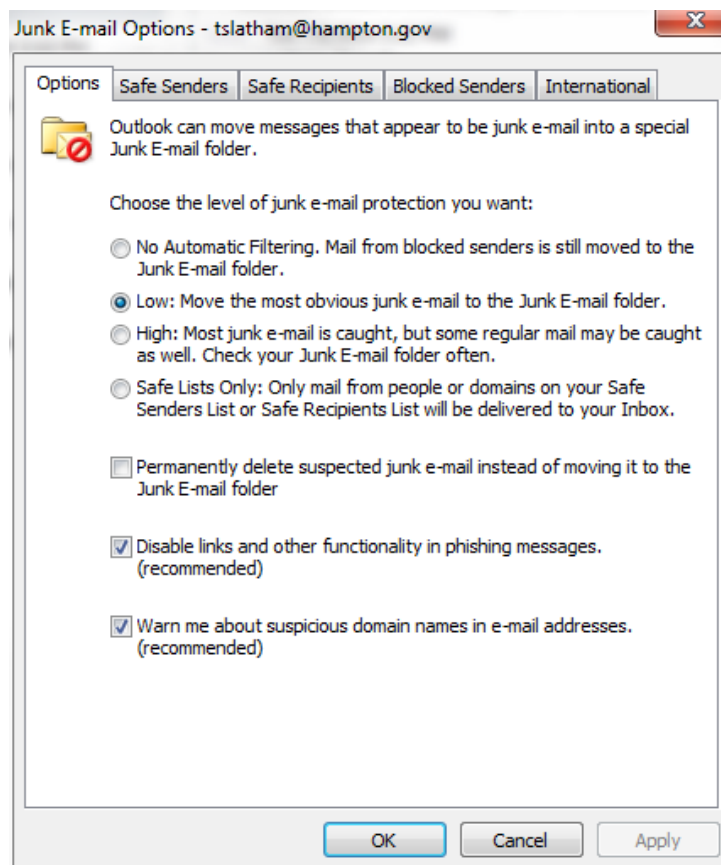
2. If you feel that you can trust the content from this sender, place a check mark in the box and click OK.
 - The message will then be sent to your Inbox.

Q: Why is a message that I told Outlook to trust still going to the Junk Email folder?

A: If a message you originally marked as junk, but later realized that it wasn't, Outlook now thinks that the message is junk and also a safe email.

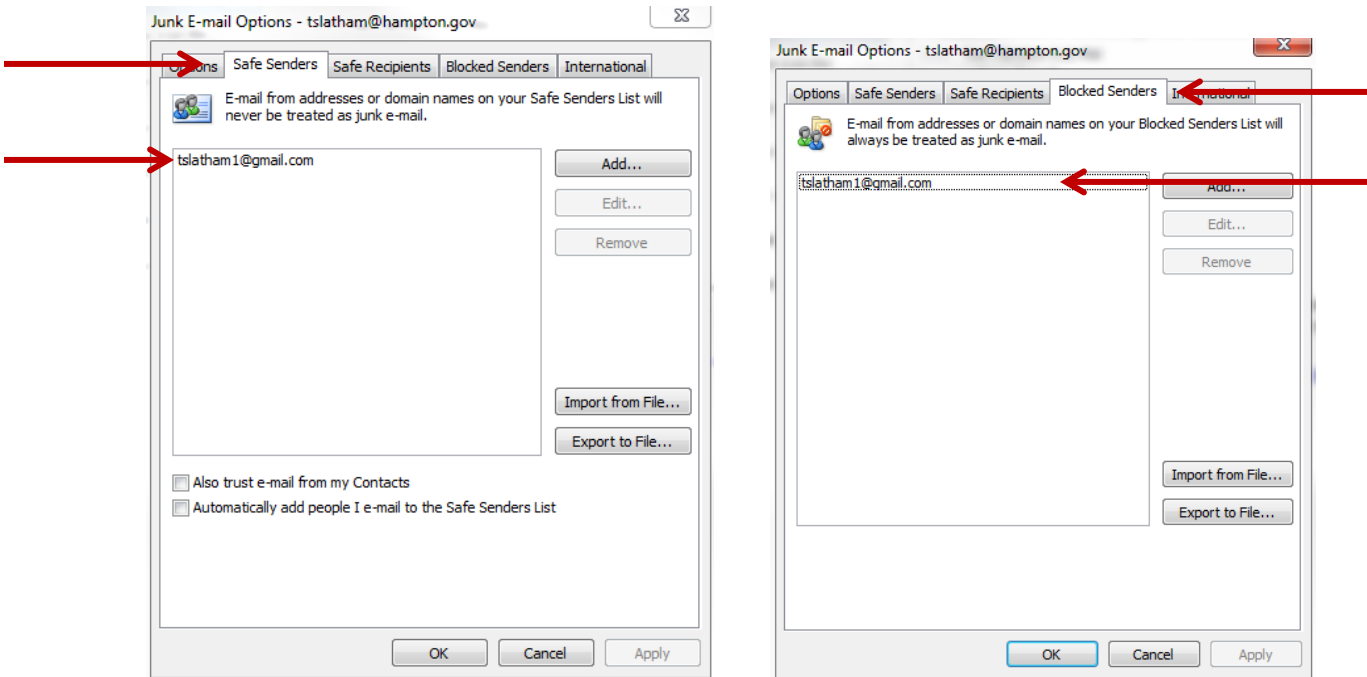
- To correct this glitch, please follow the steps below.

1. On the ribbon, click on Junk and then click on Junk E-mail Options. This screen will pop up.



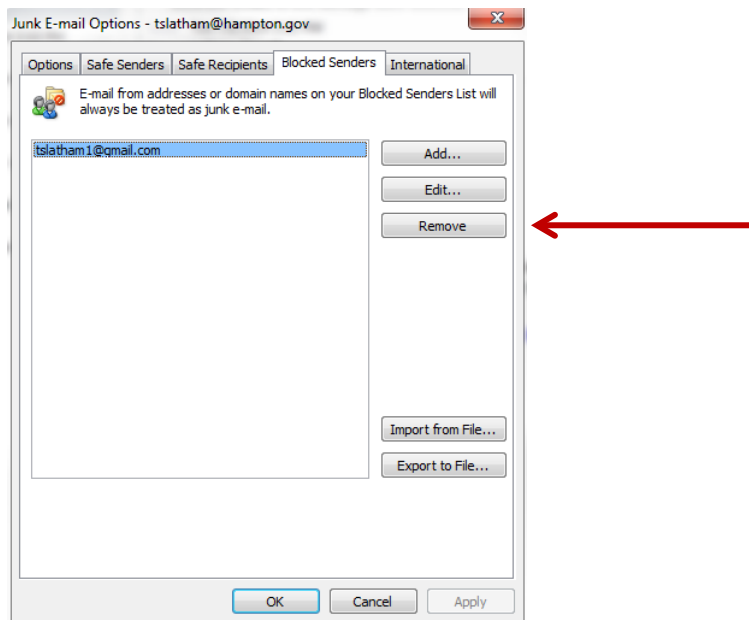
2. Click on the Safe Senders tab. You will notice the address shows as safe.

3. Click on the Blocked Senders tab. You will notice the address shows as blocked.



4. If you wish to receive emails from the sender, while under the Blocked Senders tab, click on the email address listed and then click on the Remove button to the right. This will remove the sender from the Blocked Sender's list. Click OK.

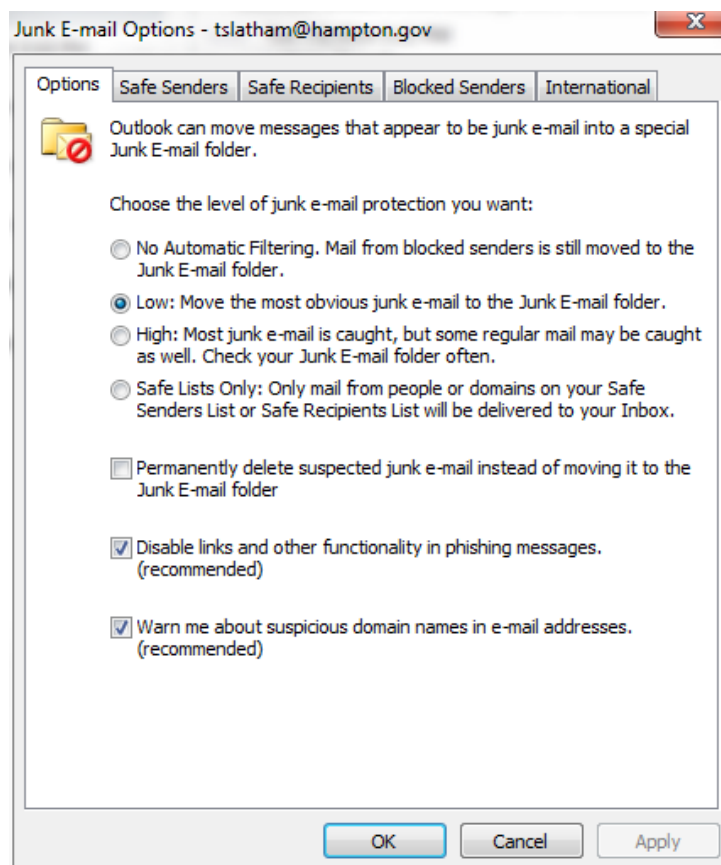
- The messages from that sender will now come to your Inbox instead of the Junk Email Folder.



Q: There was a sender that I used to trust emails from. However, they began sending me a lot of junk email so I blocked them. Why am I still receiving emails from them?

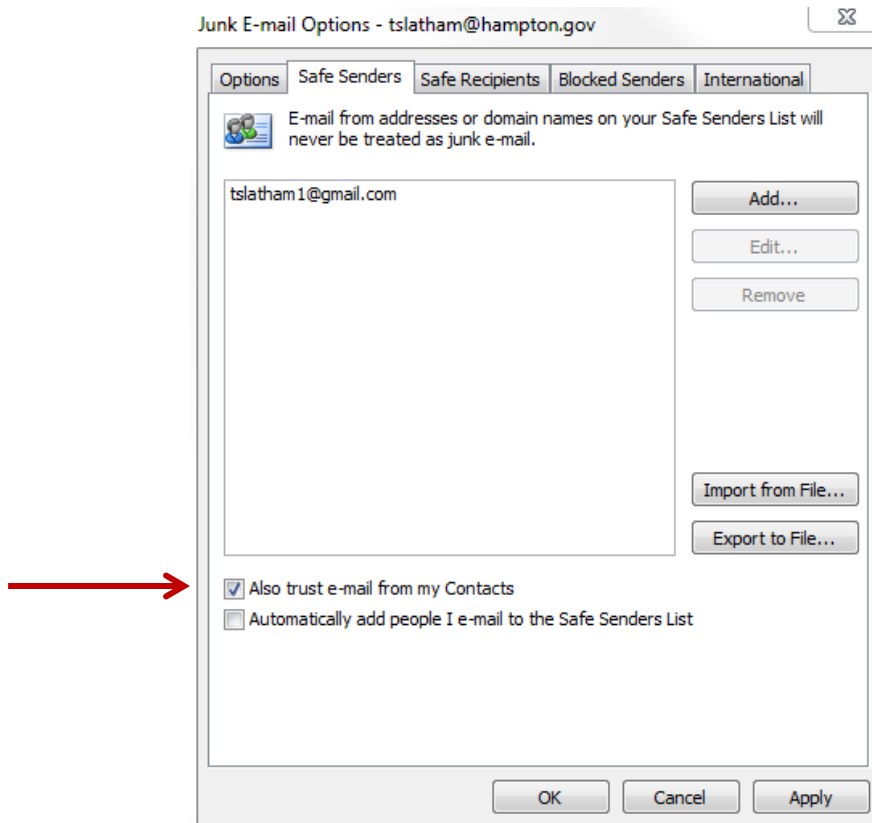
A: If at some point you trusted this sender, there is a possibility that you added them to your contact list. If that is the case, you have selected that you trust this individual and that is why you are still receiving emails from them. Follow the steps below for the solution.

1. On the ribbon, click on Junk and then click on Junk E-mail Options. This screen will pop up.



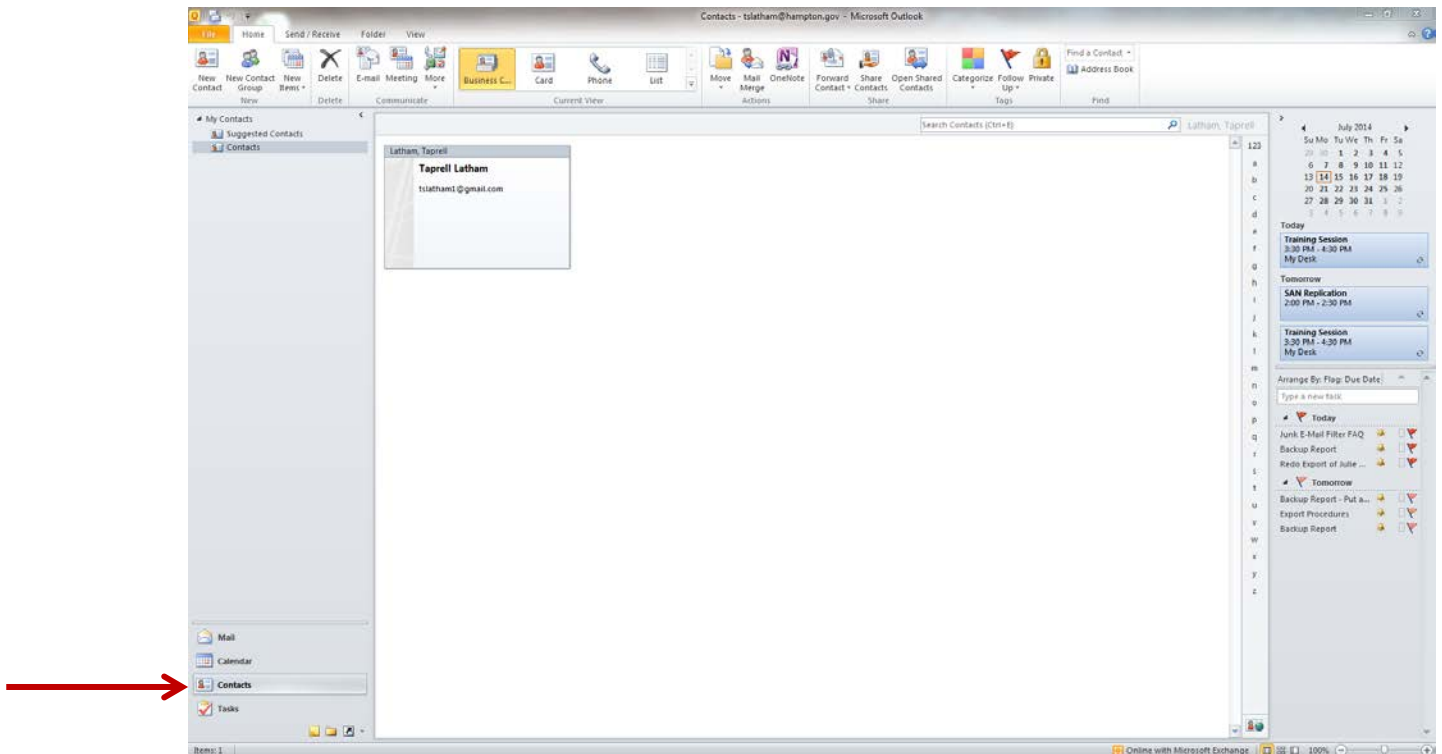
2. Click on the Blocked Senders tab. This screen will appear.

- You will notice that there is a check mark next to “Also trust e-mail from my Contacts.” Remove the check mark from here if you don’t want to trust all email from your contacts.



- If you don’t wish to remove the check mark from here, then you can perform the following steps.

3. On the left side of your Outlook screen, click on Contacts.



4. Select the contact that you wish to remove from your Contacts List. Right click on the contact and click on Delete.