

Junk email

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Junk Mail

What is 'Junk Mail'?

'Junk email is unwanted marketing material, advertisements, sales pitches, and product descriptions; junk email often advertises questionable products and/or services and uses nonsensical filler to try to get past firewalls and virus checking software'.

Most junk email at CSU is stopped by the Sophos scanning software before it is delivered to your mailbox. Some messages which are not 'Junk' are delivered to your junk email folder from time to time. This happens with 'Scanned' documents.

Scanned documents in 'Junk'

If you scan a document and send it to yourself it will often deliver directly to the Junk folder. Always check your junk email folders when you should have received a message and it has not arrived.

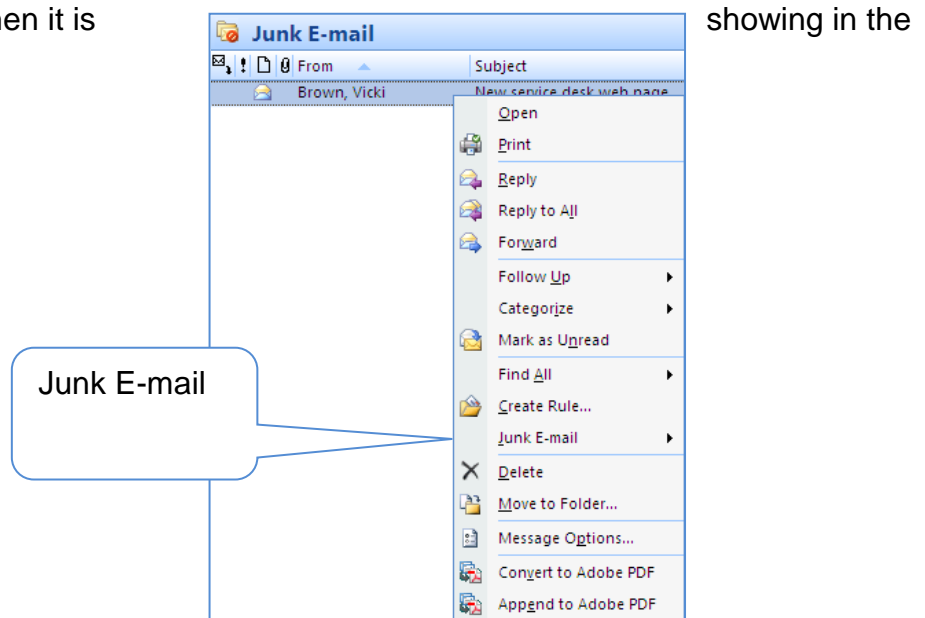
You cannot open an attachment or hyperlink from a message in your junk folder. To open any attachments from these messages you should move the message back to the inbox by clicking and dragging it.

'Safe Senders List'

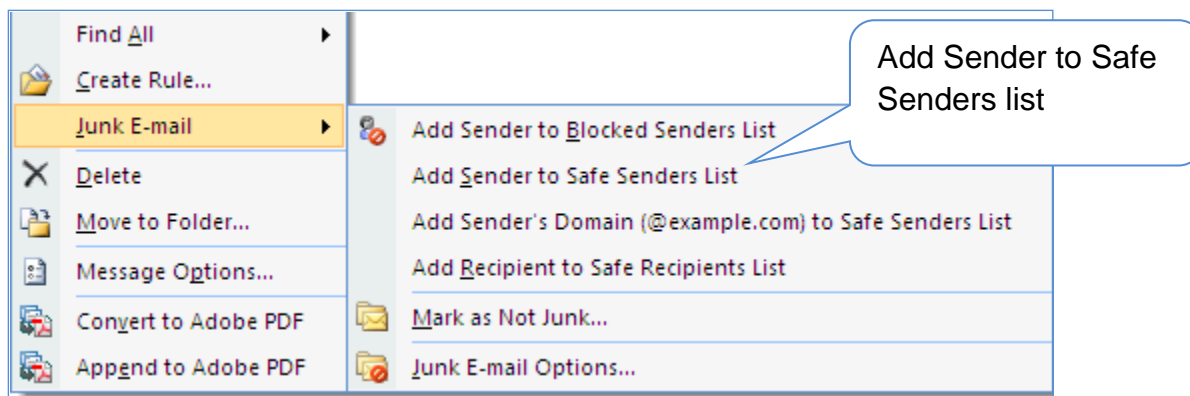
If you have a problem with messages from certain senders going to the Junk Email folder then you can add them to the 'Safe Senders List'. Any message from that sender in the future will automatically go directly to the Inbox without being filtered out. To add a user to the 'Safe Senders List' follow these steps:

Right click on the message when it is in the folder

Select 'Junk E-mail'



From the resulting menu select 'Add Sender to Safe Senders List'



This will ensure that any future messages from that sender will go to the Inbox.

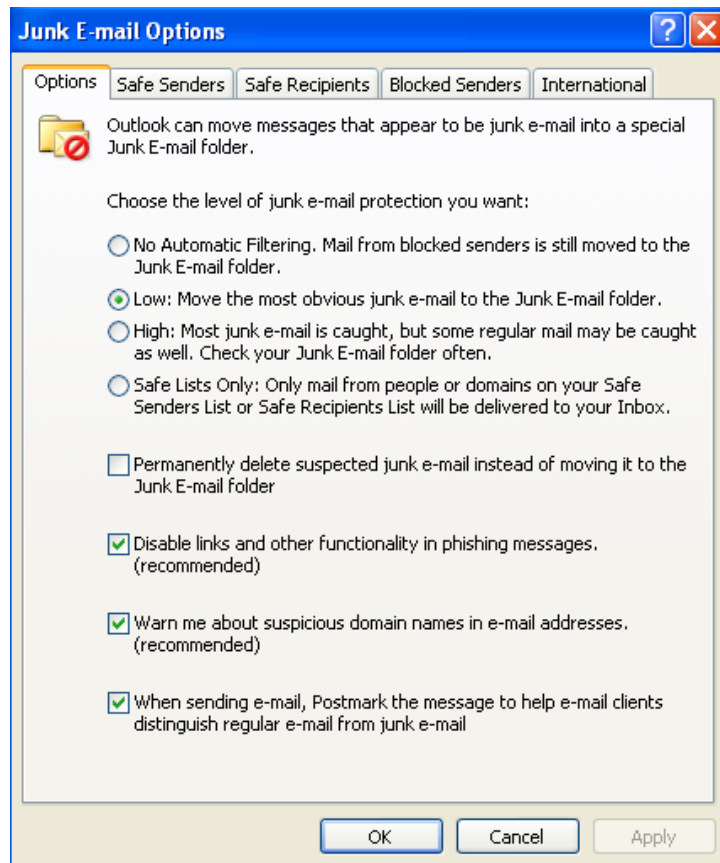
Blocked Senders List

You will also see that from this menu you can add people to a 'Blocked Senders List' by following the same steps and selecting 'Add Sender to Blocked Senders List' from the options available on this window.

Other Options for Junk Mail

Other options include:

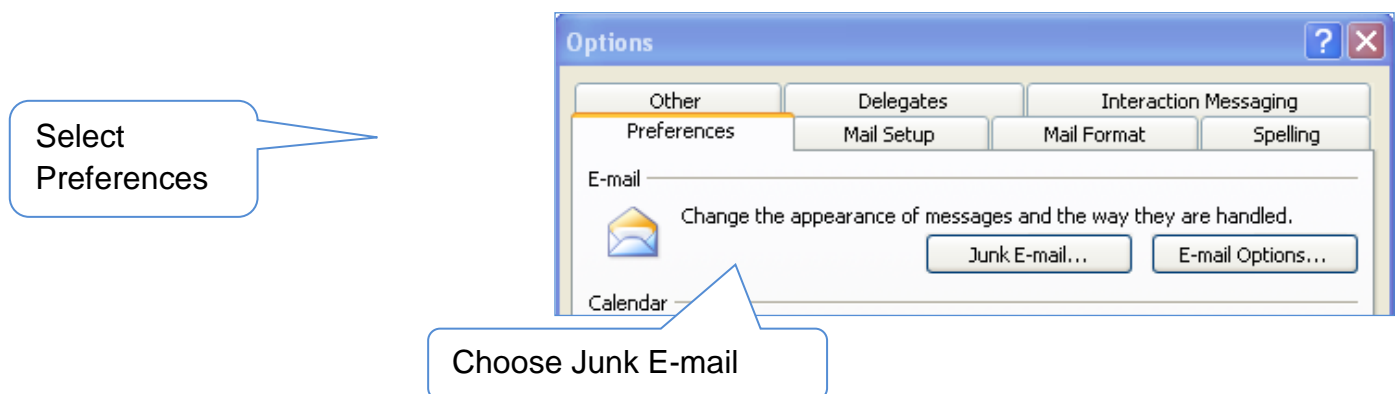
- Add sender's domain to Safe Senders List – what this means is that by adding the domain any future emails coming from anyone within that domain will automatically go to your inbox, [eg. @csu.edu.au](mailto:eg.@csu.edu.au)
- Add recipient to Safe Recipients List – if you are a member of a 'Listserve' and a message is sent to that listserve the message sent to the 'Listserve' will not be treated as 'Junk' email and will be delivered to your email account. If you have received a message at any time from a listserve and it has been delivered to your Junk folder you should right click on the message and add the listserve as a 'Safe Recipient'. A 'Listserve' is like a distribution list.
- Mark as 'Not Junk' – sometimes messages come repeatedly and go into your Junk Email folder. If you right click on it and mark it as 'Not Junk' you will get a popup appearing informing you that the message is being moved back to your Inbox
- Junk E-mail options – when you select this option a window will open with lots of options for you to select to deal with your Junk email. It looks like this:



More about Safe Senders

Email addresses that are listed in your 'Contacts' folder are considered safe by the Junk Email filter if the '**Also trust e-mail from my Contacts**' check box is selected (the default setting). However, you might also sometimes send e-mail to recipients who are not listed in your Contacts. Such recipient addresses are not considered safe by default. If you want these addresses to be considered safe, do the following:

Right click on your message or select 'Tools', 'Options', 'Preferences', 'Junk E-mail':



From the 'Junk E-mail Options' window select the 'Safe Senders' tab and then select 'Also trust e-mail from my Contacts'. Then click on OK.

