

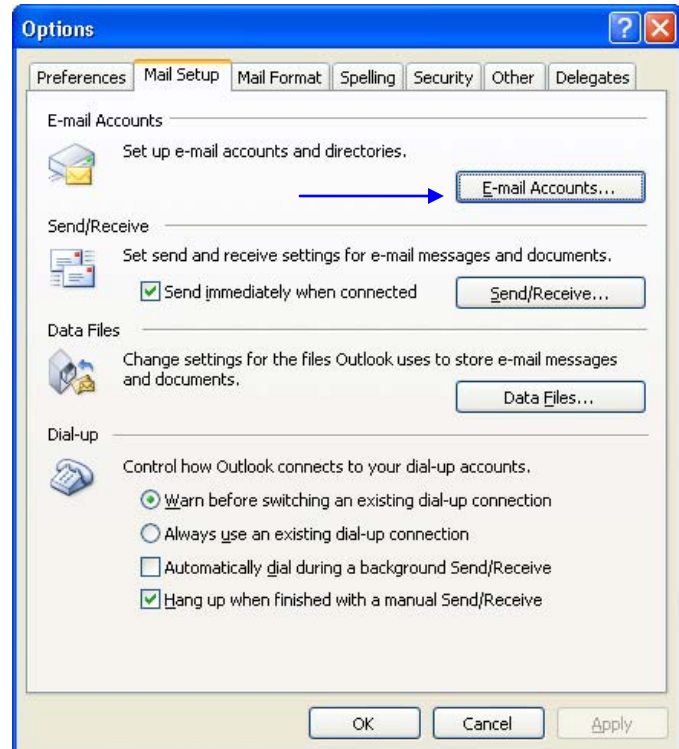
## Junk Email Filter via Outlook Cached Exchange Mode

### Turn on Outlook Cached Exchange Mode

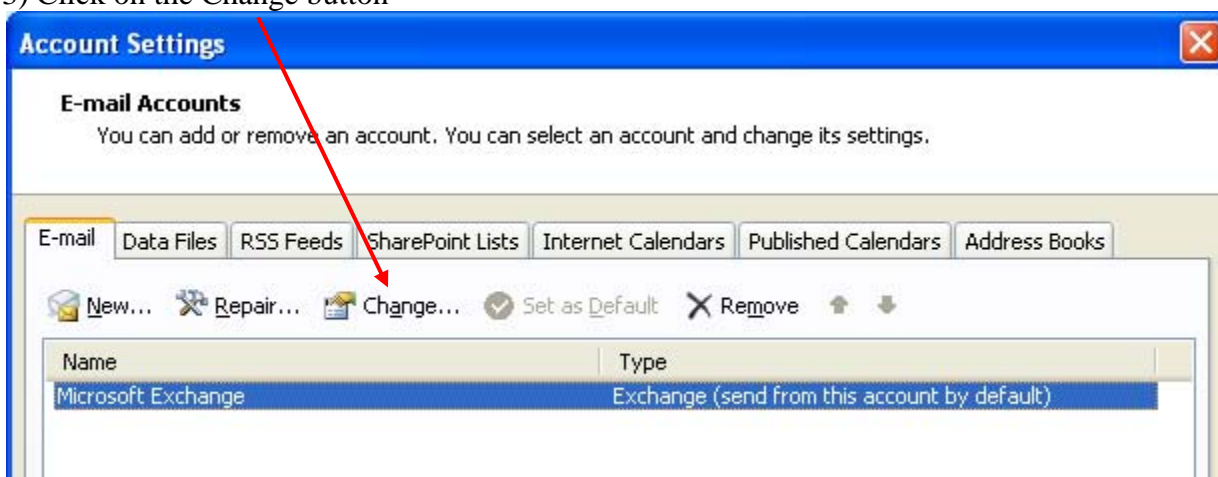
**IMPORTANT:** Each time you open Outlook in Cached Exchange Mode, it will take a short time for your folders to synchronize with the Exchange server. This process may take a minute the first time, but should only take 15-20 seconds for future synchronizations. Note that your number of unread emails [ex. Inbox (4)] will not be accurate when you first open Outlook – it will only be correct after each folder finishes synchronizing.

1) In Outlook, click Tools – Options.

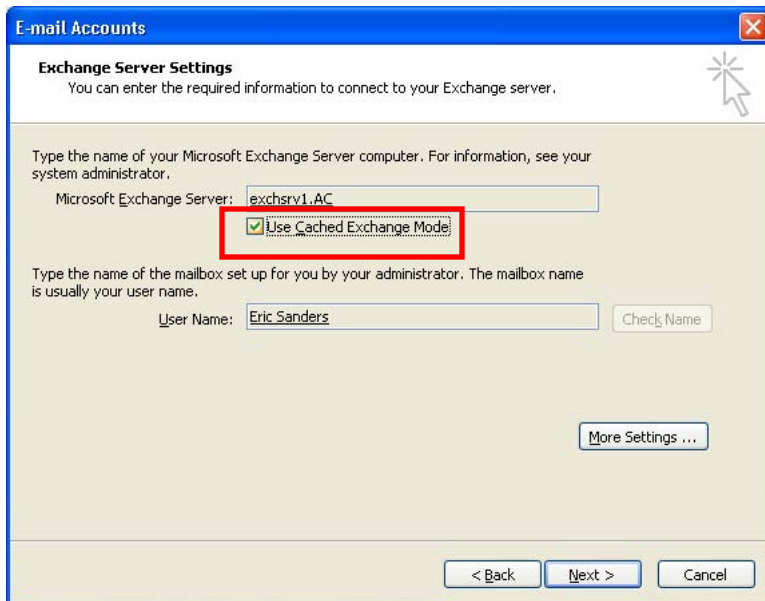
2) Click on the Mail Setup Tab. Click on the E-mail Accounts button.



3) Click on the Change button



4) Check the box “Use Cached Exchange Mode”. Click Next. Click OK to acknowledge the change will not occur until you close and reopen Outlook.



5) Click Finish. Click Close. Click Ok. Click File – Exit to close Outlook. Wait about a minute to be sure Outlook closed completely, then reopen Outlook.

**Troubleshooting:** If Outlook does not open after turning on Cached Exchange Mode, giving an error that it cannot start Microsoft Office Outlook, just double-click the file below to fix the issue. Click Yes and OK to finish the fix. No reboot is required – Outlook should launch after this step.

U:\Shared\Software\RegAdd\FixCached.reg

## Set Junk Email Filtering Options

Once the Junk Email Filter is turned on, messages tagged as Junk will be routed to your Junk Email folder. You may want to check the contents of this folder periodically to make sure “good” mail is not being routed there.

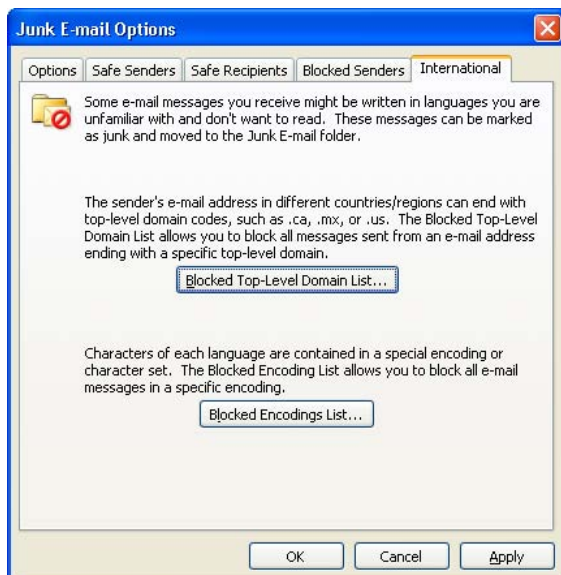
1) Click Actions – Junk Email – Junk Email Options. If you haven’t turned on Cached Exchange Mode, you will receive a warning that the filter is not available. You can click OK and proceed – your settings will still be saved and will take affect when Cached Exchange Mode is turned on.



2) Select your filtering level, noting the limitations of each. Low will leave more spam in your inbox, but High may route desired mail into the Junk Email folder. See information about Safe Senders/Recipients on the next page for additional filtering controls that may make High a more functional option.



3) Click on the International Tab, then on the Blocked Top-Level Domain List. If you do not receive mail from senders outside the US, you can Select All – then uncheck the United States as shown. Click OK.



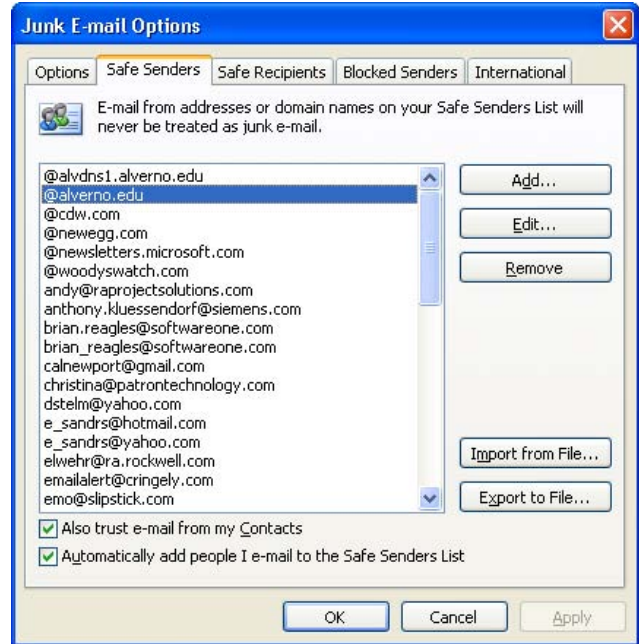
4) Click the Blocked Encodings List button. If you do not receive any email in any foreign encodings, you can Select All, then uncheck US-ASCII, then click OK.



### **Safe Senders – Safe Recipients – Blocked Senders**

Any address you always want to receive email from should be added to your **Safe Senders** list. You can add either individual email addresses or entire domains by entering just the end of the email address – such as “@alverno.edu” or “@yahoo.com”. **Technology Services highly recommends adding at least “@alverno.edu” to your Safe Senders so you do not mark any Alverno email as Junk.**

You can automatically add everyone you have in your Contacts list and/or everyone you send email to by checking the appropriate box on this tab.



If emails you receive from mailing lists or newsletters are being blocked, you can add the list address to your **Safe Recipients** list to always allow incoming mail sent to those addresses.

Since spammers' email addresses change constantly, **Blocked Senders** is not an effective tool for filtering out remaining spam. The only addresses that you may want to place here are business solicitations you cannot unsubscribe from for some reason, but consider “junk” or perhaps a specific person who consistently sends you spam-like emails.

