

# Junking Mail From Unknown Addresses

This is the only effective way to prevent all the computer-generated spam from getting into your mailbox. Since this spam is always coming from new sources, you can't junk it based on a list of addresses. Instead, junk mail based on personal address books allows you to stipulate that all mail from unknown addresses will be routed to the junk mail folder.

This works very well, and those of us who have tried it really like it. Just be sure, if you use it, to check your junk mail folder frequently for mail that is NOT spam. Any mail from a NEW external source (one not listed in your Frequent Contacts or other personal address books) will be sent to your junk mail folder. You need to scan your junk mail folder often, add these new, legitimate sources to your address book or trust list, and then empty the junk mail folder.

If you are an instructor, this means that you will want to get your class lists into your personal address book immediately after the term starts. Follow the procedure for Importing Class Email Lists Into Your GroupWise Address Book described in [http://lanecc.edu/it/hdrefs/about\\_class-lists.pdf](http://lanecc.edu/it/hdrefs/about_class-lists.pdf)

The instructions below explain how to turn on Junk Mail Handling by personal address books, check your junk folder, add new contacts to your address book, and empty your junk folder.

## A) Turn on Junk Mail Handling Using Personal Address Books -

- 1) Select Tools, then click Junk Mail Handling. This step can't be done with the web version of GroupWise, so you will have to do it when you are on campus, using either the Windows or Mac client for GroupWise.
- 2) Select [Enable Junk Mail using personal address books.]



- 3) Click OK. (That was easy!) All future items from e-mail addresses not in your Frequent Contacts address book and other personal address books will be delivered to the Junk Mail folder.
- 4) You can specify that the items in this folder be deleted after <n> days.

## B) Check and Empty Junk Mail Folder –

- 1) **Scan Junk Mail Often:** Check your Junk Mail folder frequently for mail from senders you want to get mail from, but who are not yet in your Frequent Contact or other personal address books. This may include new contacts or contacts who have changed their email address.
- 2) **Find Wanted Mail Items:**
  - a) Click on the Junk Mail folder in your folder list.
  - b) Scan the mail in your Junk Mail folder for mail that you want.
- 3) **Add sender's address to your personal address book or trust list:** When you find mail items in your junk folder that you want, do either one of these steps, so that future emails from this person will not be routed to your junk mail folder. -
  - a) **Address Book (Windows Only):** Click on the mail item and select [Actions > Junk Mail Handling > Add sender address to personal address book]. This will add the sender to your Frequent Contacts address book. You can also Right-Click on the mail item and select Junk Mail > Add sender address to personal address book.
  - b) **Trust Sender (Mac or Windows):** You can also select [Trust Sender], which will put the sender on your Trust List, allowing mail from the sender to bypass any junk mail protocols you have active.



- 4) **Save the Wanted Mail Items:** Now, drag or move the mail item from your Junk Mail folder to your Mailbox (this is the same on all platforms).
- 5) **Empty Junk Mail Folder:** When you are done retrieving wanted email from your Junk Mail folder, you should empty it, so that you can scan it quickly next time. Right Click (Mac: CTRL+Click) on the Junk Mail folder and select [Empty Junk Mail Folder]. (On the web, you have to drag junk mail items to the Trash folder individually.)

