Managing Junk Filters in SUMail

No one likes spam or junk email. The Outlook Junk Email Filter doesn't stop delivery of junk email messages, but does the next best thing—it moves suspected spam to the Junk Email folder. Outlook's Junk Filtering system works with all SUMail accounts and can sometimes cause unintended emails to appear in the Junk Filter. The steps below will show you how you can tailor your Junk Filter to work the best for you.

Stop emails from going to Junk

To mark an email message as Not Junk in sumail.syr.edu

1. Open your Junk Email folder and select the messages you want to keep.
2. From the top toolbar, select Not Junk > Not Junk (or Not spam > Not spam). You can also open the message and select the "It's not junk link" at the top.
3. If you've blocked someone by mistake, open the Blocked senders list and select the Remove next to their name.
4. Add the sender to your Safe senders list.

Stop emails from going to Deleted Items

Messages in your Junk folder are automatically deleted between 10 and 30 days after they arrive.

1. Check that the sender is not in your Blocked senders list. If they are, select the Remove next to their name and add the sender to your Safe senders list instead.
2. Check that you don't have an Inbox Rule running for the sender or a keyword in the deleted email

Junk mail settings

By default, the Junk Email Filter is turned on and the protection level is set to No Automatic Filtering. You can make the filter more or less aggressive by changing the level of protection that it provides. The Junk Email Filter evaluates each incoming message based on several factors. These can include the time when the message was sent and the content of the message.

To change the options for the Junk Email Filter, following the instructions below based on how you access your mail:

In a Browser

- Log into your email in your browser of choice at http://sumail.syr.edu/.
- Click on the gear icon on the top-right and then click "View all Outlook Settings" at the bottom.
- Go to Mail > Junk Email. Here, you will find the safe senders, blocked senders, and other junk email settings.

In Outlook Desktop

- Open the Outlook desktop applications.
- Click Home > Junk > Junk Email Options. Here, you will find the safe senders, blocked senders, and other junk email settings.

Sourced and Related articles


Mail goes to the Junk folder by mistake: https://support.microsoft.com/en-us/office/mail-goes-to-the-junk-folder-by-mistake-f409b58c-2617-47e2-8a97-cab612d98e87

Overview of the Junk Email Filter: https://support.microsoft.com/en-us/office/overview-of-the-junk-email-filter-5ae3ea8e-cf41-4fa0-b02a-3b96a21de089

Change the level of protection in the Junk Mail Filter: https://support.microsoft.com/en-us/office/change-the-level-of-protection-in-the-junk-email-filter-e89e126b-9d61-4320-8c57-982c8d5f6b