

How to Handle Junk Mail (Spam)

Annoying as it is, junk mail may be easily handled by your GroupWise Account. Here's how:

Junk Mail Handling is only available if your GroupWise client is version 7.0 or higher.

Click Help...About GroupWise. The splash screen shown at right should appear.

Click Okay to close the splash screen.



Trouble? If a different version is shown, you cannot complete these instructions until your GroupWise is updated.
Your only option is to delete all spam messages *without opening*.

Setting up Junk Mail Handling

Choose **Tools** on the **Menu Bar** and click **Junk Mail Handling...**

Under the **“Junk Mail”** section, select **Enable Junk List.**
Mail from addresses in the Junk List will be placed in the Junk Mail folder.

Select **Automatically delete items** days after delivery (move to Trash). Leave default at 14 days.

Under **“Block Mail,”** select **Enable Block List.**
Mail from addresses in the Block List will not be delivered.

Click **OK**.

Your GroupWise account is now set up to handle spam. This process requires a little management on your part. The next two sections will show you how to manage your spam messages.

Designating Messages as “Junk”

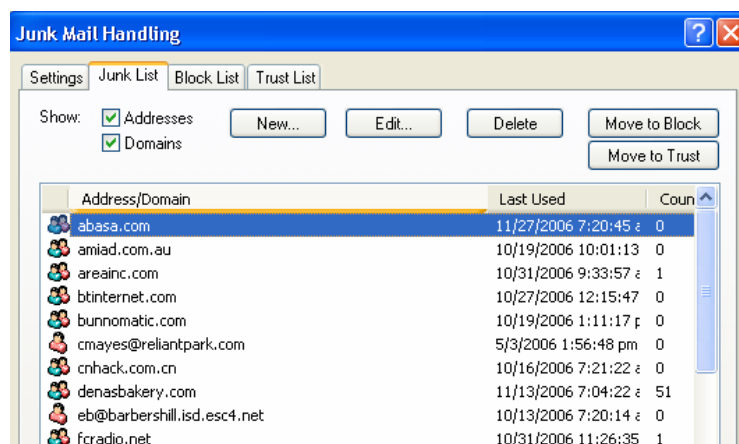
When you receive a message from an address you don't recognize, or recognize as spam,

Right-click on the message and choose **Junk Mail**, then click **Junk sender...**

The message and all subsequent messages from the sender will immediately be sent to the **Junk Mail** folder. These messages will be deleted after the time you designated above.

You can view the addresses of those in your junk list at any time.

Choose **Tools** on the **Menu Bar** and click **Junk Mail Handling...**



Click the “Junk List” tab. This contains all the addresses of senders you have designated as Junk Mail.

You can add new addresses, delete current addresses as needed.

You may also move an address sent here by mistake to the “Trust List.”

NOTE: the trust list contains email addresses that you want the system to always trust.

Purpose of Junking senders

When you “Junk” a sender, you are keeping the (message in the junk folder) for a designated period of time and can later retrieve the message, just in case you might change your mind. If someone sends you a message you need and it does not appear in your mailbox, check the Junk Mail folder. It just might be there!

Blocking Unwanted emails

You may also permanently block email messages from unwanted senders or whole domains.

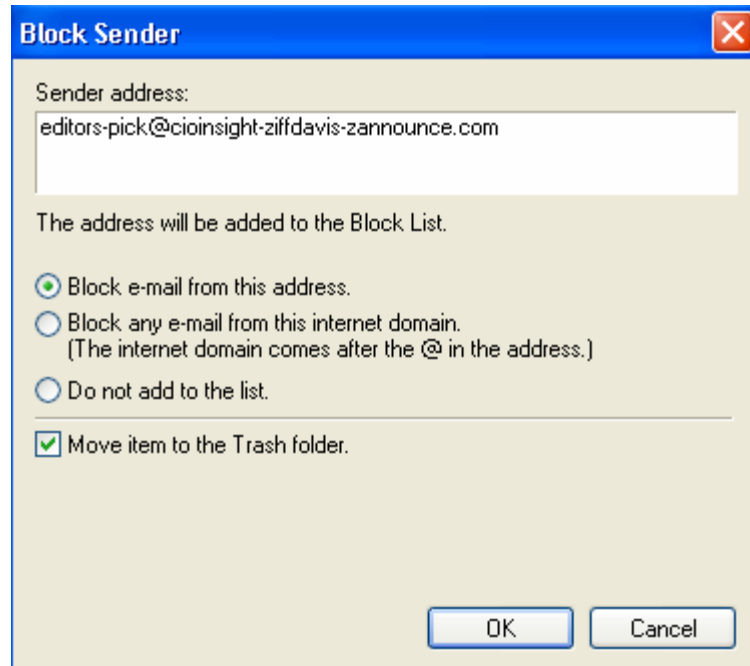
Right-click the message, choose **Junk Mail** and then click **Block sender...**

Select Block e-mail from this address to block the SENDER only;

Select Block any e-mail from this internet domain to block messages from ANYONE at that domain. Use caution with this selection. You may need to accept messages from others at the same domain (i.e., hotmail.com, yahoo.com, aol.com, etc)

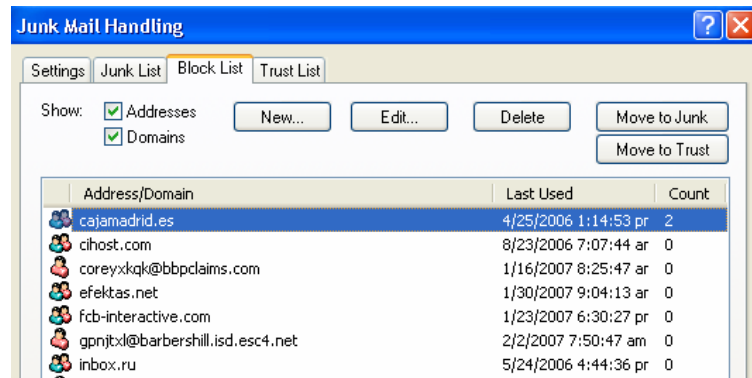
NOTE: DO NOT BLOCK the bhisd.net or barbershill.isd.esc4.net domains even though you do not recognize the sender!

Click OK



You can manage your Blocked List by

Choose **Tools** on the **Menu Bar** and click **Junk Mail Handling...**



Click the “Block List” tab. These are the addresses of senders and domains you have blocked.

Any future message from these addresses or domains will automatically be deleted from your mailbox.

Purpose of the Blocked List

You send email messages to the blocked list if you are definite that you will not need to receive messages from that sender or from that domain ever again.

An example in the picture above is the domain listed as “inbox.ru.” This is not a legitimate email domain, and thus all messages from that domain will be blocked.

An example of when to block only the sender is the address gpnjtxl@barbershill.isd.esc4.net Obviously, I might need to receive a message from the domain, but the sender (gpnjtxl) is a bogus user. I blocked the USER, not the DOMAIN.