How to "Unjunk" a Legitimate Message from the SonicWALL Spam Filter

Notes:

Though the SonicWALL spam filter has proven to be HIGHLY accurate, it may often place a legitimate message inside the Junk Box by mistake. For this reason, it is suggested that users visit their Junk Box at least once per week to retrieve any false-positive entries and, if needed, whitelist an address to help train the system on what to deliver and what to catch.

1. Open the message in your inbox with the subject reading: **AOA Email Junk Summary** ….
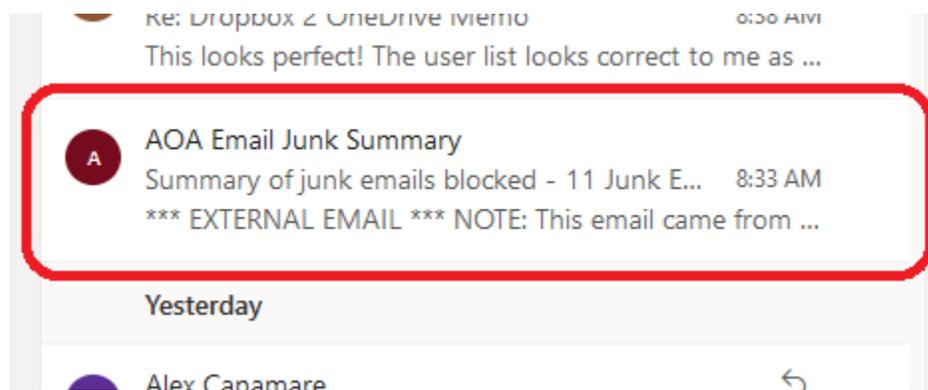
2. The contents of the message will look similar to one of the screens below. If you're an onsite employee of the Chancery using a local Outlook client to access your e-mail, your screen will look similar to that of illustration (A). If you're a remote only user who accesses their e-mail from the Outlook Web portal (outlook.office.com), your screen may look more like that of illustration (B) ………

(A)

(B)

Find the **Visit Junk Box** link and click on it.

3. Your browser will open to the SonicWALL E-Mail Security Junk Box screen for your account – similar to what is shown below …
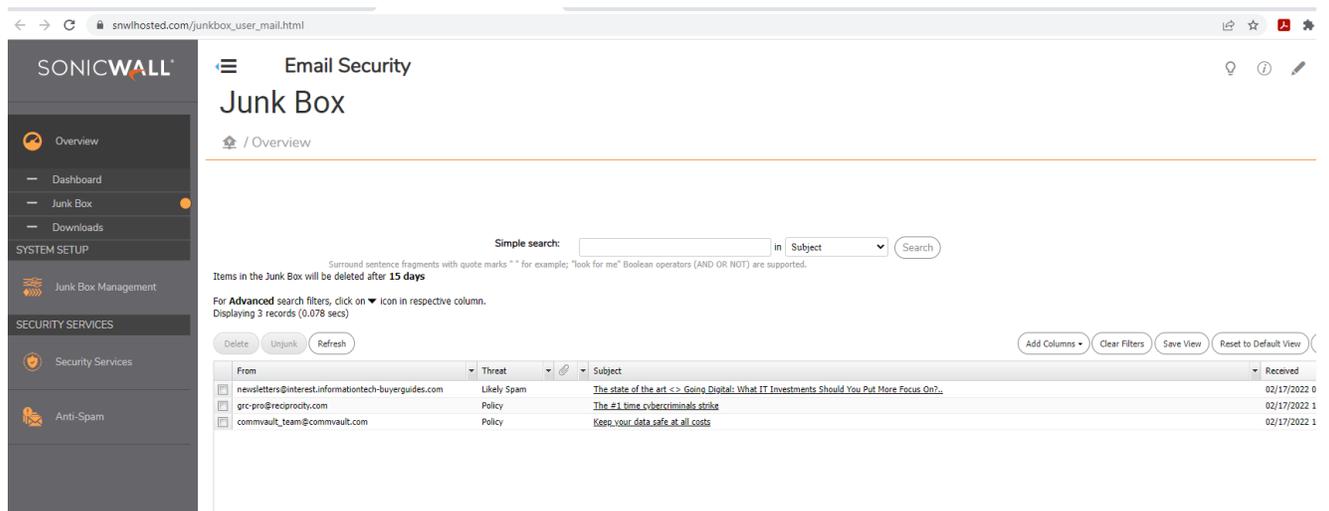
4. The middle of your screen will contain information on all messages currently caught by the spam filter:

5. To retrieve a legitimate message from your spam filter junk box and have it redirected back into your mail account's inbox, you'll need to **(1)** check the box next to the message for retrieval and **(2)** click on the **Unjunk** button as shown below ....

   Note: *Multiple messages may be retrieved at one time by simply checking multiple boxes.*

Note: If you want to delete all the messages in your **Junk Box**, select one of the check boxes, press Ctrl+A on your keyboard to select all messages, and then click the **Delete** button.

6. You will be presented with a confirmation window where you will have a choice to simply **Unjunk only** the message or **Unjunk and add to your Allowed List**. The second option helps train the system so that future messages from this address should go right into your Inbox.
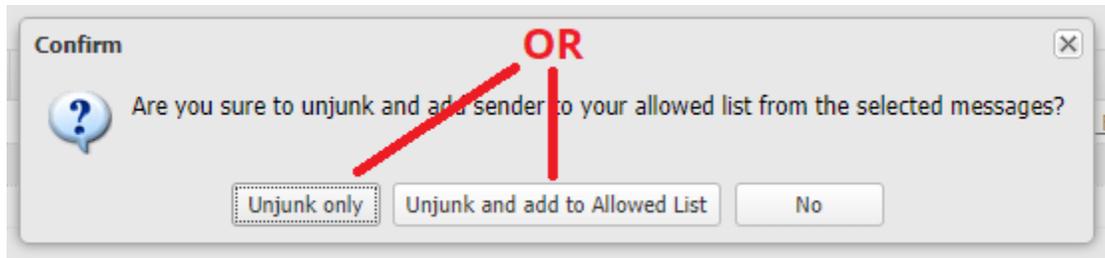
7. Once one of the two options above is chosen, you should see a green bannered message (as shown below) ....

NOTE: This part can take up to a minute or two to complete and may not look like anything is happening. Always wait for the green banner to show on your screen before closing this site

... and the message will be released and sent to your Inbox:
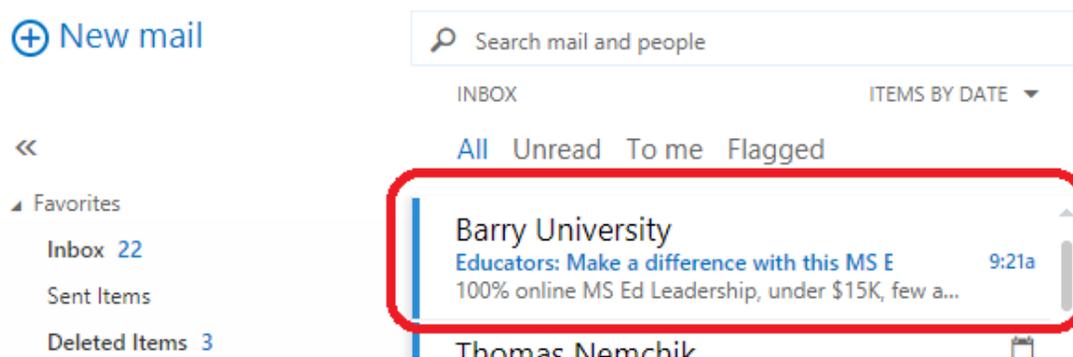
NOTE: STEPS 8 – 10 ARE CONSIDERED OPTIONAL TO THESE PROCEDURES.

8. In order to <u>manually or proactively</u> add an email address(es) or domain to your **Allowed** or **Blocked** list, expand **Anti-Spam** on the left hand side of the page by clicking the link and select **Address Books**.
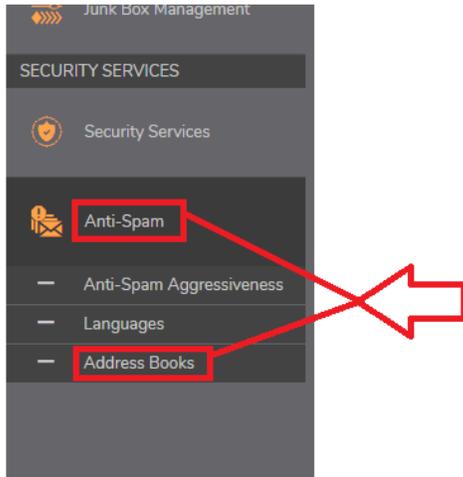
9. On the next screen, depending on whether you're blocking or allowing, select the appropriate button at the top and then click **Add**.
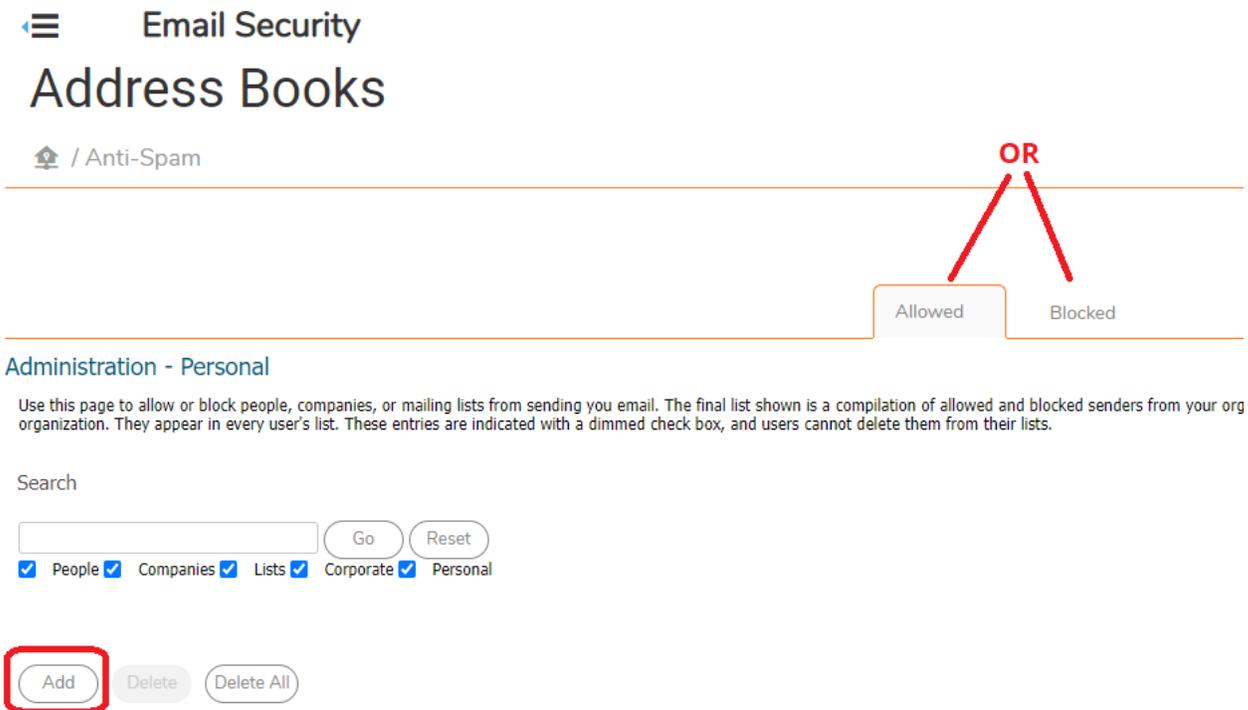
10. Once on the **Add Items** screen, you can select from three options, **People, Companies,** and **Lists**. **People** is a full email address (e.g. support@archatl.com), **Companies** is a domain (e.g. archatl.com), and **Lists** is a list of email address (e.g newsgroup-good@listserver.edu, reallynice@somewhere.com).
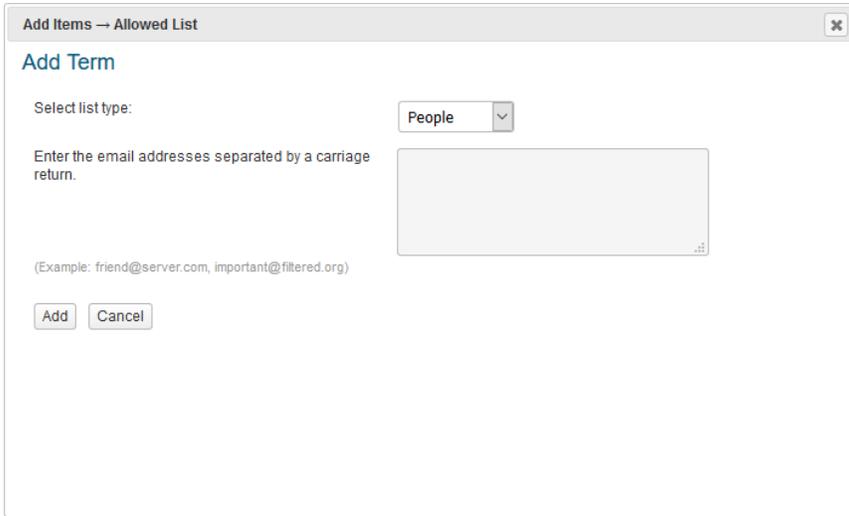
11. If necessary, you may repeat any of the steps below if you have multiple actions that need to be made. Otherwise, once finished, simply click on your account logo circle in the top right corner of the screen and click the **Log Out** link …
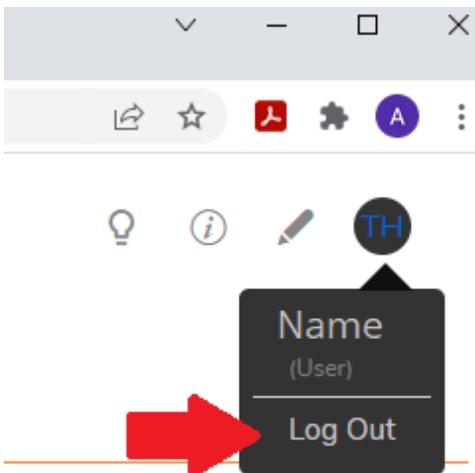
12. Lastly, you can close the SonicWALL tab from your browser.

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For technical support, please contact the IT Helpdesk:
http://help.archatl.com/