



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)

The email listed be deleted after 15 de To receive any of	anis Diocked: 1 elow has been placed in your personal Junk ays. these messages, dick Unjunk. The messag	x Box since your last Junk Box Sun e will be delivered to your inbox.	nmary and will be	1
Visit Junk Box Action	From	Subject	Threat	<
Unjunk View	asanchez@alienvault.com	How to Detect Fileless Attacks with Host- Based IDS in U	Likely Spam	
SONI	─────── ─────────────────────────────	ox Summary		

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 ...

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SONICWALL	Email Security Junk Box			Q () 🌶
Overview	🚖 / Overview			
- Dashboard				
— Junk Box 🔶				
- Downloads				
SYSTEM SETUP		Simple search:	in Subject V Search	
Junk Box Management	Surround sentence fragments with qu Items in the Junk Box will be deleted after 15 days For Advanced search filters, click on ▼ icon in respective colu Displaying 3 records (0.078 secs)	iote marks " " for example; "k	ook for me" Boolean operators (AND OR NOT) are supported.	
SECURITY SERVICES	Delete Unjunk Refresh			Add Columns • Clear Filters Save View Reset to Default View (
Security Services	From	▼ Threat ▼ Ø	- Subject	✓ Received
	newsletters@interest.informationtech-buyerguides.com	Likely Spam	The state of the art <> Going Digital: What IT Investments Should You Put More Focus On?	02/17/2022 0
e Anti-Spam	commvault_team@commvault.com	Policy	Ine #1 time cypercriminals strike Keep your data safe at all costs	02/17/2022 1 02/17/2022 1
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4. The middle of your screen will contain information on all messages currently caught by the spam filter:

			Simple se	arch	:	[in	Subject
Iter	Surround sentence fragments with quote marks " " for example; "look for me" Boolean operators (AND OR NOT) are supported. Items in the Junk Box will be deleted after 15 days								
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	grc-pro@reciprocity.com		Policy				The #1 time cybercriminals strike		
	commvault_team@commvault.com		Policy				Keep your data safe at all costs		

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.

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	Items in the Junk Box will	Surround sentence fragn be deleted after 15 days	nents with quote marks " " for example; "look for me"Boolean operat
	For Advanced search filte	ers, click on ▼ icon in respect	iive column.
		, secs)	
	Delete Unjunk Refr	resh	
	From *	Threat 🔻 🖉 🔻	Subject
	techupdate@tec	Spam	Enterprise Endpoint Protection Buyer's Guide
	sage@go.sage.c	Likely Spam	Two days left! - Is your business running you?
	techupdate@tec	Spam	Reshaping ECM: New Opportunities in the Cloud
	contentupdates	Likely Spam	What to Look for in an Office 365 Availability Solution
1 (nfo@online.bar	Likely Spam	Educators: Make a difference with this MS Ed Leader!
	jane@ifanmails	Likely Spam	Sweat app will rake millions this year
	fisher@slinfo.pp	Likely Spam	Calculate your net worth. How do you stack up?
	newsletter@itre	Likely Snam	Architecture Snotlight: Three Considerations when Choosing Cloud t

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



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**.



Use this page to allow or block people, companies, or mailing lists from sending you email. The final list shown is a compilation of allowed and blocked senders from your org organization. They appear in every user's list. These entries are indicated with a dimmed check box, and users cannot delete them from their lists.





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, <u>reallynice@somewhere.com</u>).

Add Items \rightarrow Allowed List		×
Add Term		
Select list type:	People V	
Enter the email addresses separated by a carriage return.		
(Example: friend@server.com, important@filtered.org)		
Add Cancel		

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.

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