Microsoft Office 365 Spam Filter: Frequently Asked Questions

Q. How does Office 365 handle SPAM emails compared to our previous system?

A. Office 365 has email filtering built into the software platform itself. Our previous Spam Quarantine system through Barracuda was a standalone email filter that required users to login to a separate system in order to find any undelivered email message filtered as spam. All of the same functionality exists with Office 365 including the ability to white list/block list emails from directly within the inbox.

Q. I am receiving more spam emails than usual, how do I prevent these emails from reaching my inbox?

A. To adjust the level of protection of your Spam filter, go to the Junk Email Options pane of Office 365. From the main Options tab, you will be able to adjust the level of protection from Low to High. This increases the sensitivity of the filter so we recommend you check your Junk folder often with this setting in order to ensure that important emails are filtered and moved back to your inbox.
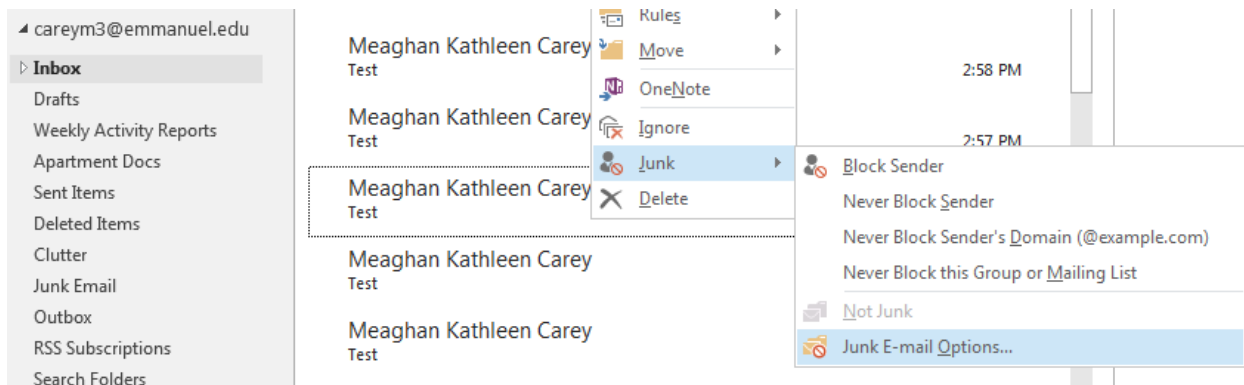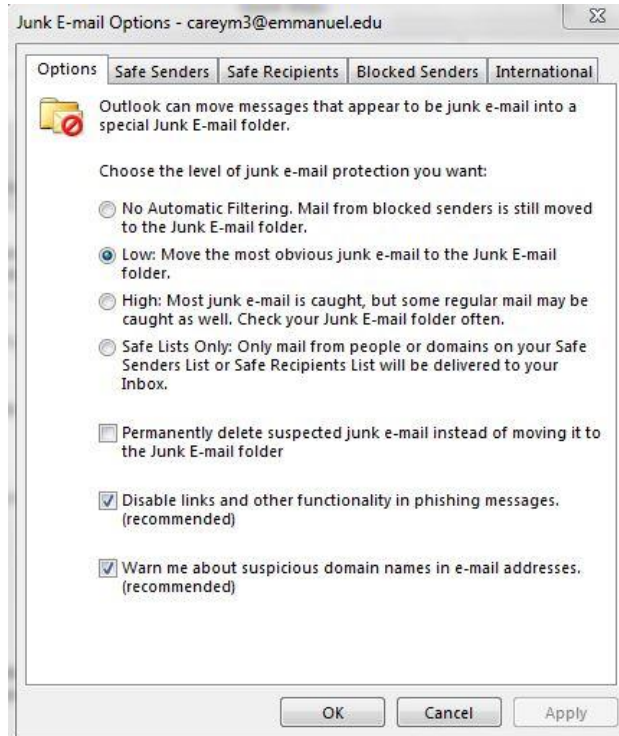
Q. How do I view items that are being sent to SPAM/junk folder?

A. Any email items that are flagged as spam in Office 365 will automatically be sent to your Junk folder within your inbox. To view items being sent to your junk folder, simply click on the junk folder to view filtered emails.
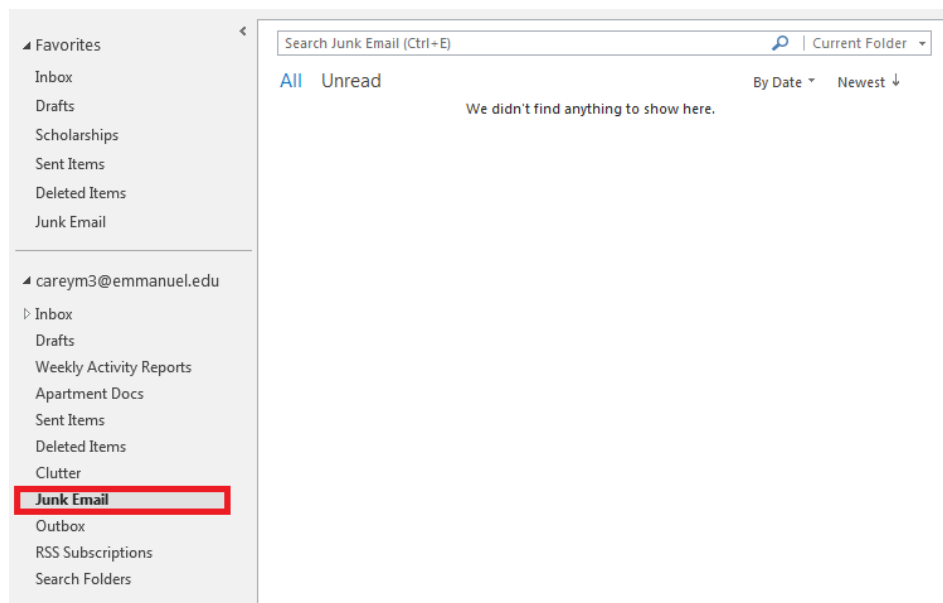
Q. How do I stop certain emails from going into my Junk folder?

A. To prevent emails from going to your Junk folder, you will need to add the sender to your whitelist. To do this in Office 365, simply go to the Junk folder where the email was filtered to, select the message and under the junk option menu, select the "Never Block Sender" option. If multiple emails are being blocked from the same organization, you can select the "Never Block Sender's Domain" which will whitelist all emails being sent from that particular organization's email address.
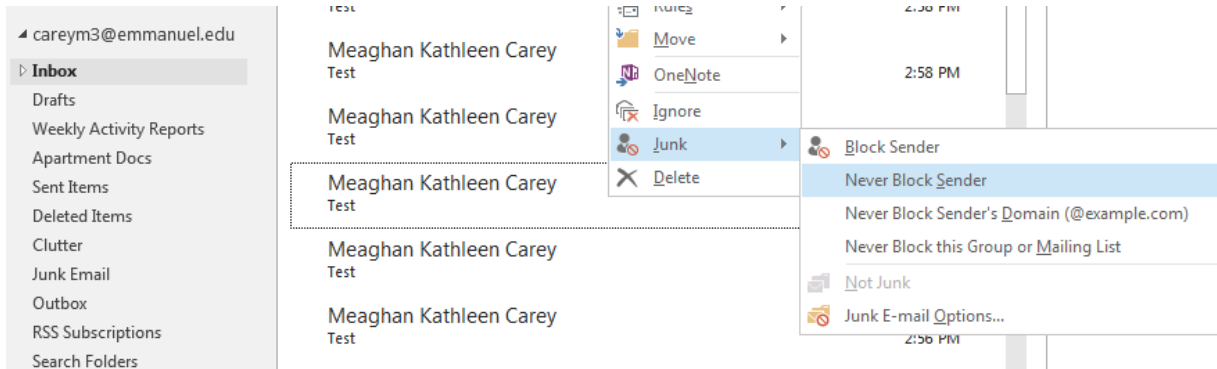
Q. How do I block emails from getting to my inbox?

A. Any unwanted email that is not already being filtered to your junk folder will have to be filtered manually. To do so, select the message from your inbox and right mouse click on the item. Select the option Junk and expand this option to select Block Sender. This option will add the sender to your block list and filter all future messages from this sender to your Junk folder.
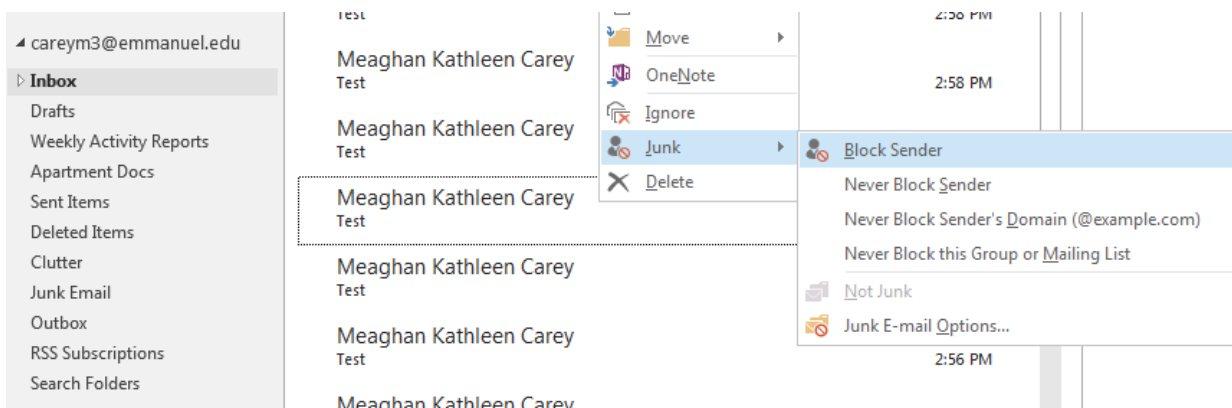
Q. I clicked on a link that was contained in a SPAM/phishing email by mistake, what should I do?

A. If you have clicked on a hyperlink within a spam/phishing email inadvertently, please change your current Emmanuel password and contact the Helpdesk immediately. As phishing/spam emails become more sophisticated, it is common for users to mistake the identity of a sender or contents of an email. For best practices regarding dealing with spam/phishing emails, please refer to the following link: Best practices to avoid being phished

If you have any questions or concerns regarding this document, please contact the Helpdesk at Helpdesk@emmanuel.edu or call us at 617-735-9966.

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