Junk Mail Management Guide

HPU is offering a new feature to our junk mail management that will allow the user to see what emails the sonicwall is blocking. It is important to note that the Sonicwall Junk Box is separate from the junk e-mail features built into Outlook. I will explain the procedure for unjunking an email for both Sonicwall and Outlook in the following example.

The process starts with an email you will receive in Outlook that summarizes the messages blocked. If you think a message is an email you want, you can view it or unjunk it by clicking on the action buttons next to the message. You can also see a list of all the emails in the junk box by clicking on Visit Junk Box.

In my example, I am going to click View next to the first email.

No matter what you click on in the junk mail summary, you will be directed to a secure website hosted on the Sonicwall. You will get a warning that the site isn’t trusted because we don’t currently have a security certificate for it. This will be remedied soon.

For the time being, click Continue in Internet Explorer or Add Exception in Firefox.

Note: Use this URL to access the system from anywhere.
Once you are on our Sonicwall website, it will prompt you to login. The username and password are the same as you use for logging into your campus computer or email account. Once you put in your credentials, make sure HPUTX is selected and click Log In.

Now that I am logged in, I can see the contents of the email that I selected to view (there will be no html formatting or pictures included). If I chose to Unjunk the message, it will be delivered to your outlook inbox. Note: On occasion it might be delivered to the junk email folder in Outlook.

Note: If you have any questions about the features of the sonicwall, click the help button to get more information about the screen you are looking at.

If you click on “See all my junk” in the window above, it will show you a list of all your blocked messages (pictured left). You can check multiple emails and unjunk several at once. You can also search your blocked messages by subject, from, and to.
When you click Unjunk, a confirmation window will appear. When you click unjunk on this window the message will be delivered to Outlook.

As noted before, there are occasions when the message might be unjunked by the sonicwall, only to end up in the junk email folder in Outlook. Be sure to check that folder if you don’t see it in your inbox.

If the email ends up in your Junk E-mail folder in Outlook, it is easy to add the sender to the safe sender list in Outlook by right clicking the message and selecting “Add Sender to Safe Senders List”.

It is important to know that the sonicwall has an address book called the allowed list and Outlook has an address book called Safe Senders.

Email addresses that are on both your sonicwall allowed list and your Outlook safe senders list will come straight through to your inbox in the future.

The last step is to move the message to your inbox. This only needs to be done if the message that was unjunked in the sonicwall ended up in the Outlook Junk E-mail folder.

Right click the message and select move to folder. Select Inbox and OK.

NOTE: You can also grab the email with a left click and drag it to the Inbox.
The sonicwall address book is accessible by clicking on Anti-Spam, Anti-Phishing and then selecting Address Books from the sonicwall web interface. To see your personal allowed senders list you will need to uncheck the corporate box and click Go. From this menu you can check senders you wish to remove and click delete. You can also add to your allowed and blocked lists directly from this menu. Click help in the top right corner for guidance on what everything does.

NOTE: People you send email messages to will be added to your Sonicwall Allowed list automatically.

The Outlook safe senders list is accessible by clicking on Tools, then Options, then Junk E-mail from outlook. From this menu you can add or remove addresses from the list. Make sure to click OK when exiting this menu.

If you click on settings, then Junk Box Summary you will be able to change how often the summary email gets sent to you. I have mine set to come daily at 5, but you are welcome to set it to your preference.

Make sure to click Apply Changes to save any settings you change. Don’t forget to click Help if you have any questions.