


Handling Junk Email

Block Email Messages

Block an individual sender to prevent unwanted messages from arriving into your Inbox.

1. Right-click a **message** from the sender you want to block.
2. Click **Junk** and then **Block Sender**.
An alert dialog box appears.
3. Click **OK** to close the dialog box. The alert may be ignored as the setting is saved on a server, not your computer.
Emails from the blocked sender will now automatically move to the Junk Email folder.

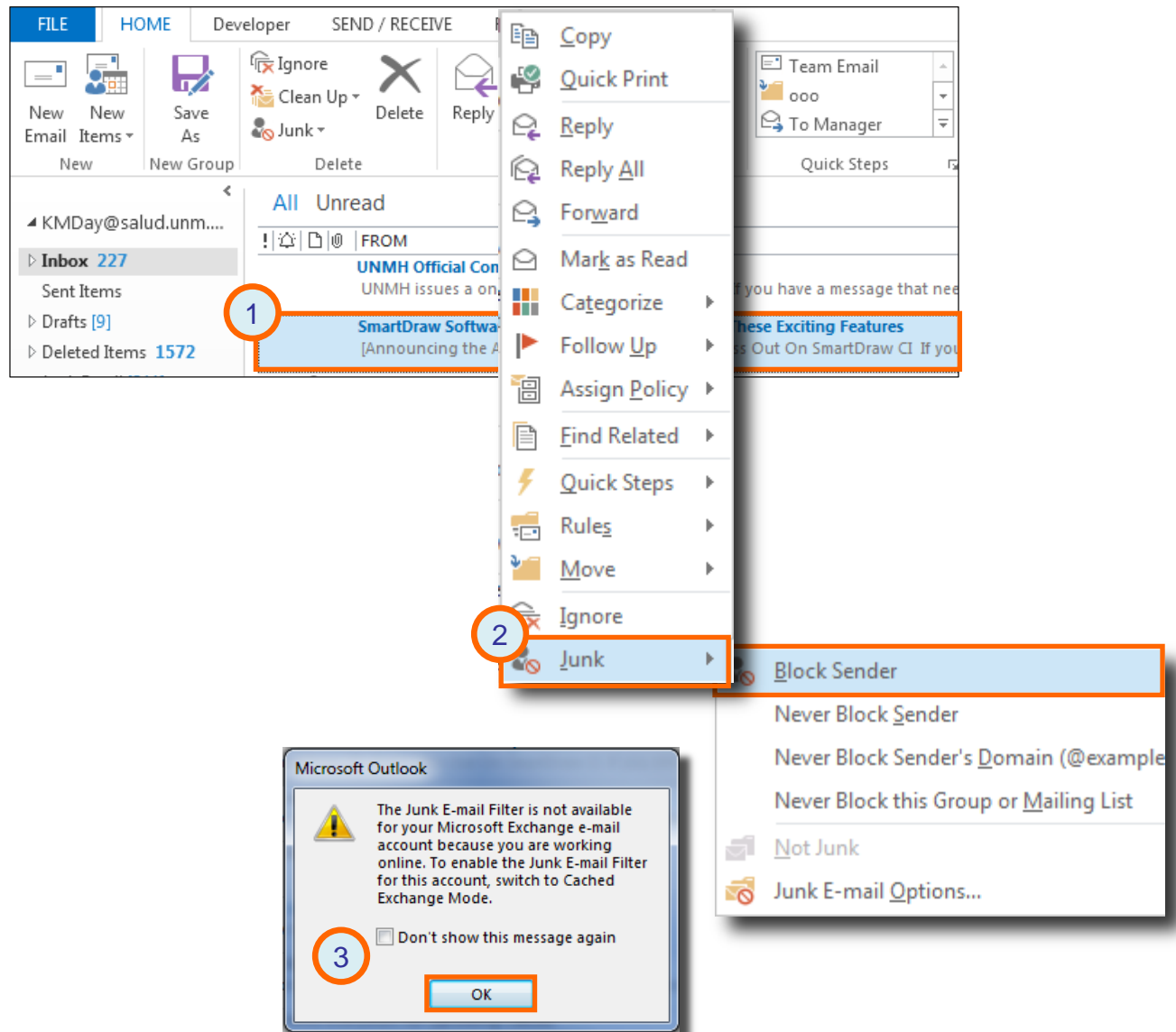
 **Tip:** Check **Don't show this message again** to prevent the dialog box from appearing again.

Periodically review the Junk Email folder to make sure you're not missing important messages.

Un-block Email Messages

If you find a message that isn't junk in the Junk folder, right-click the **message**, click **Junk** and then **Not Junk**.

The message is moved back to the Inbox.




The screenshot illustrates the steps for blocking a sender in Outlook 2013. It shows the 'SEND / RECEIVE' ribbon with the 'Junk' button circled in red and labeled '1'. A context menu is open over a message from 'SmartDraw Software', with the 'Junk' option circled in red and labeled '2'. A sub-menu is open from 'Junk', with 'Block Sender' highlighted. Below this, a 'Microsoft Outlook' dialog box is shown with a warning icon and the text: 'The Junk E-mail Filter is not available for your Microsoft Exchange e-mail account because you are working online. To enable the Junk E-mail Filter for this account, switch to Cached Exchange Mode.' The 'Don't show this message again' checkbox is checked and circled in red with the number '3'. The 'OK' button is also circled in red.

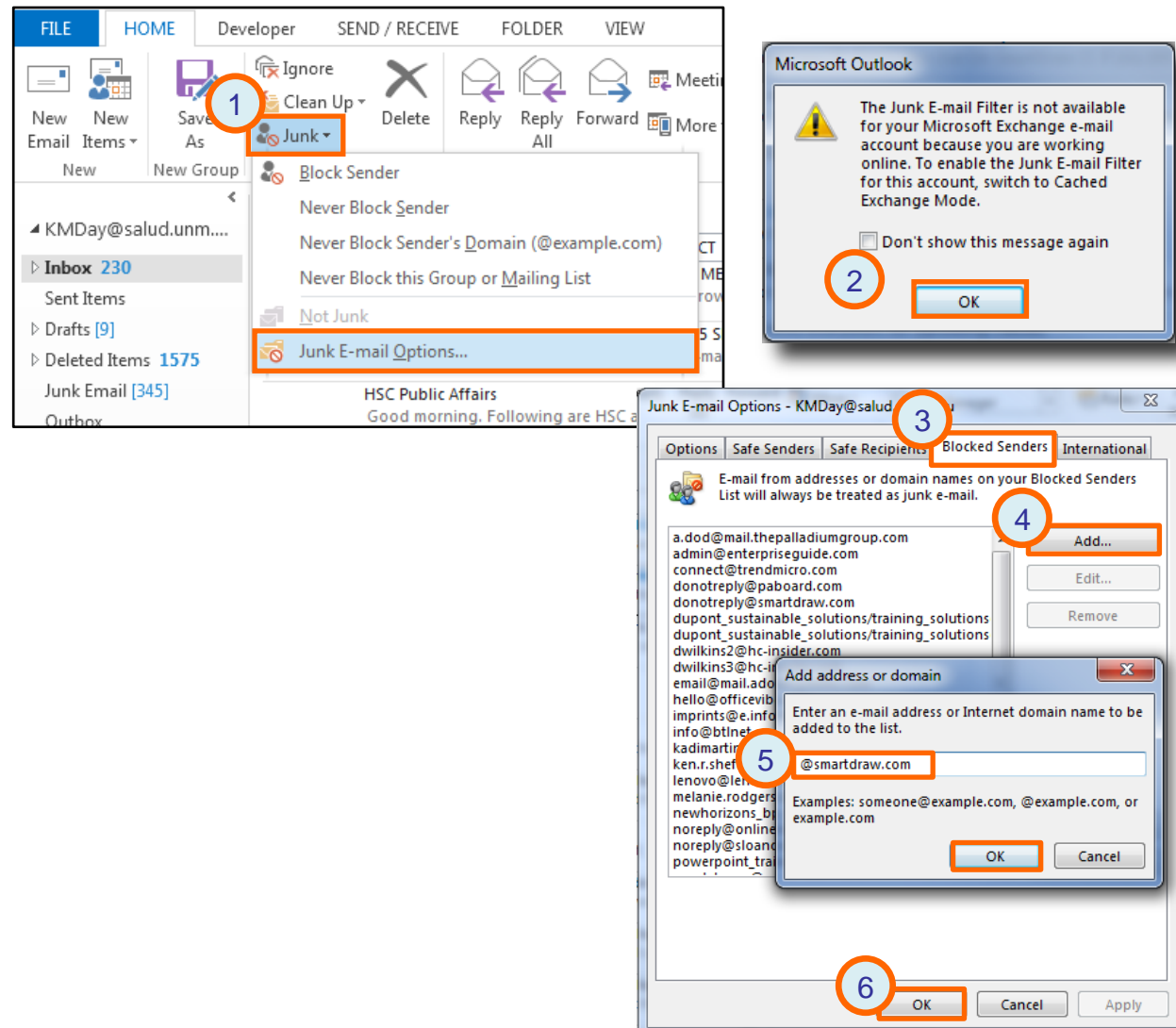
Handling Junk Email

Block a Domain

Block an entire domain to prevent unwanted messages from any sender at that domain arriving into your Inbox.

1. Click **Junk** on the ribbon and then **Junk Email Options....**
An alert dialog box appears.
2. Click **OK** to close the dialog box. The alert may be ignored as the setting is saved on a server, not your computer.
The Junk E-mail Options window opens.
3. Click **Blocked Senders** tab.
4. Click **Add**.
5. Type the **Internet domain name** into the field and then click **OK**.
Example: @smartdraw.com
6. Click **OK** to close the Junk E-mail Options window.

 **Tip:** After step 3, you can select an **email address** in the displayed list, click **Edit** and remove the **username**.



The screenshot illustrates the process of blocking a domain in Microsoft Outlook 2013. It shows the 'Junk' button on the ribbon (1), the 'Junk E-mail Options...' option in the dropdown menu (2), a warning dialog box about the Junk E-mail Filter (3), the 'Blocked Senders' tab in the 'Junk E-mail Options' window (4), the 'Add...' button (4), the 'Add address or domain' dialog box with '@smartdraw.com' entered (5), and the final 'OK' button in the 'Junk E-mail Options' window (6).