

Junk Mail Handling

Junk Mail Handling allows you to block or junk unwanted Internet email that is sent to your GroupWise account. When you block email, the email address or Internet domain (the text following the @ in an email address, such as @sc.edu) is added to a Block List and will never arrive in your mailbox. When you junk email, the email address or Internet domain is added to a Junk List and is moved to a Junk Mail folder. A Trust List allows you to add addresses and domains that you never want to block or junk.

- Junk mail handling does not apply to GroupWise email sent from another USC GroupWise user, only messages received from Internet addresses.
- The Junk Mail folder is automatically created by GroupWise when you activate the Junk List. If you have an existing junk folder, you may decide to remove it.
- Junk mail handling is not case-sensitive, therefore, an address or Internet domain can be in upper, lower, or mixed case.
- You cannot use wildcard characters such as * or ? in an Internet domain name.
- You cannot Junk or Block email based upon text within the subject or email address. A rule will need to be created to junk email based upon specific text.
- Junking or blocking an Internet domain will affect all email from the domain and any subdomains which prefix this Internet domain. For example, email from "mydomain.com" and "replies.mydomain.com" will be junked or blocked.
- You are not limited to the number of addresses on the junk or block lists.

Junking Email

1. Right-click an item with an Internet address (such as anyone@somewhere.com).
2. Select **Junk Mail**.
3. Choose **Junk Sender**.
4. Select **Junk e-mail from this address** or **Junk any e-mail from this internet domain**.
5. Select the check box beside **Move item to the Junk Mail folder** if you want to keep the item and move it to the Junk Mail folder.
6. Press **OK**. All future email items from this email address will be delivered to the Junk Mail folder.

Blocking Email

The Block function should be used with care since email from blocked addresses are not delivered to your email account for review.

1. Right-click an item with an Internet address (such as anyone@somewhere.com).
2. Select **Block Mail**.
3. Choose **Block Sender**.
4. Select **Block e-mail from this address** or **Block any e-mail from this internet domain**. Use caution when blocking internet domains. You do not want to block domains for any legitimate emails you receive, e.g. aol.com, yahoo.com, etc.
5. Select the check box beside **Move item to the Trash folder**.

6. Press **OK**. Future email items from this email address will not be delivered.

Trusting Email

1. Select **Tools** and **Junk Mail Handling**.
2. Press the **Trust List** tab.
3. Choose **New** and type an e-mail address or Internet domain.
4. Press **OK**. All future items from this email address or Internet domain will be delivered no matter what is specified in the Block List and Junk List.
5. Press **OK**.

Junk Mail Handling Settings

1. Choose **Tools** and **Junk Mail Handling**.
2. On the **Settings** tab, modify any settings.
3. Click the tab of the list you want to modify.
4. To add an e-mail address or Internet domain to a list, select **New**, type the e-mail address or Internet domain, and press **OK**.
5. To change an e-mail address or Internet domain, select the address or Internet domain, choose **Edit**, make the necessary changes, and press **OK**.
6. To remove an e-mail address or Internet domain from a list, select the address or Internet domain and press **Remove**.
7. Press **OK**.

Computer Services

<https://cshelpdesk.csd.sc.edu>

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