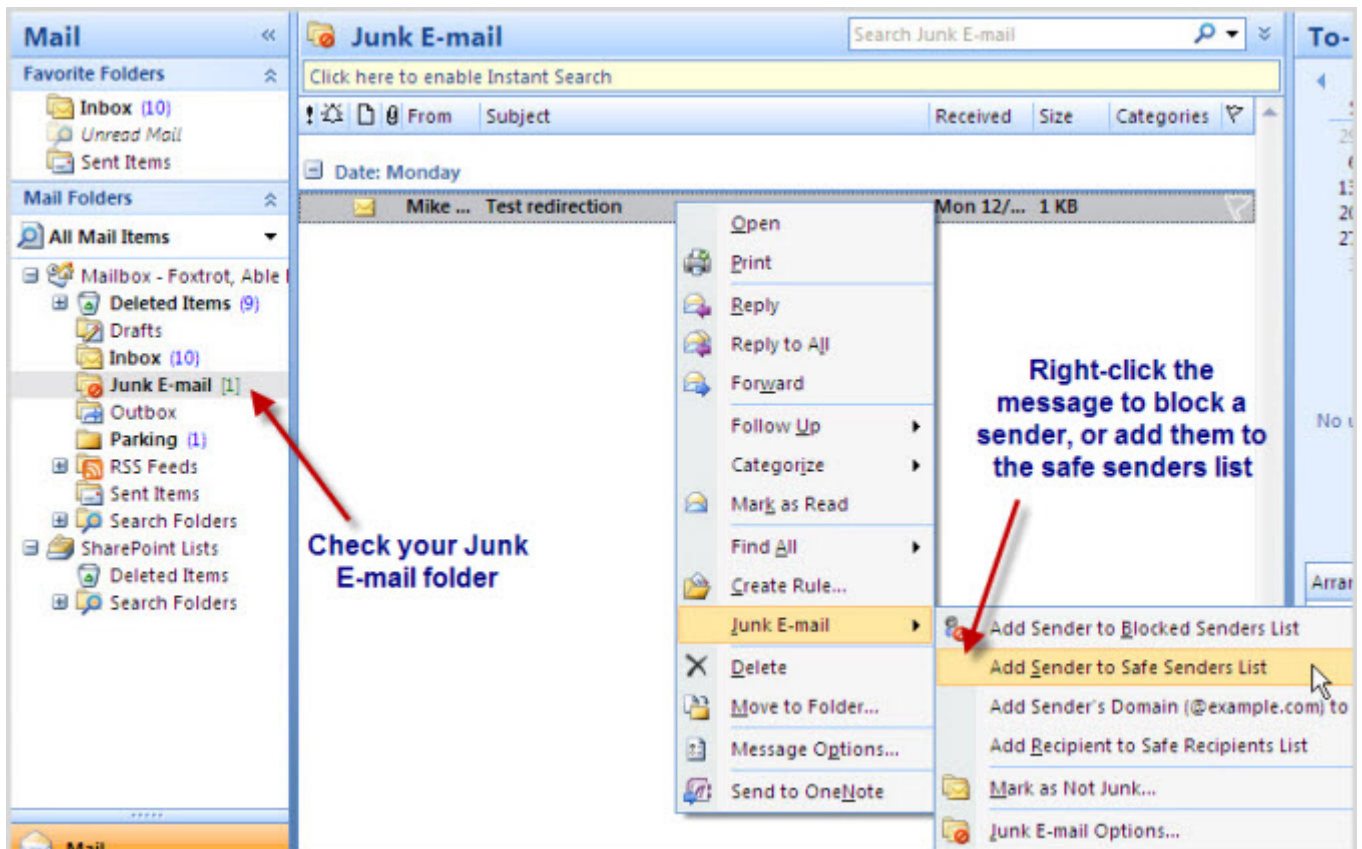


## Spam Filter Changes

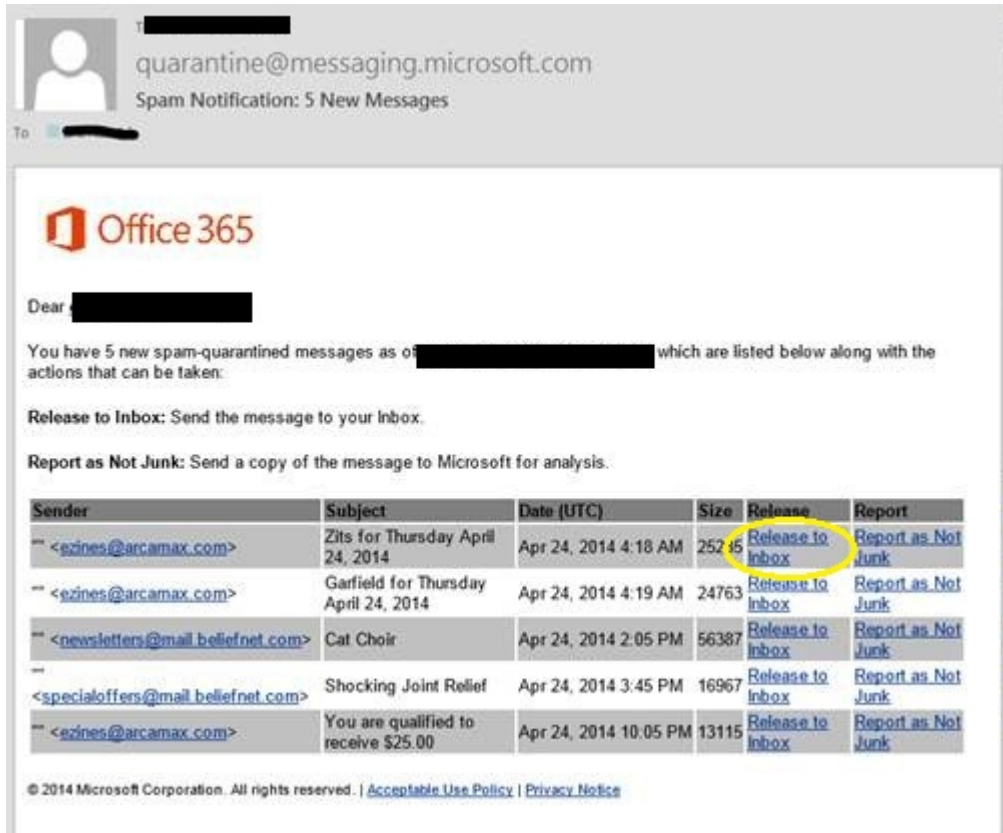
As part of the Office 365 migration, the system used to filter incoming and outgoing email messages for spam/malware/viruses will be shifting to Office 365. As part of that change, there are a few important notes.

With the new filtering system, email is automatically categorized in to one of three options: Not junk, may be junk, is junk. Email that is not junk automatically goes to your inbox. Email the system believes could be junk is routed to your junk email folder, shown below. If email you want to receive is routed to the junk email folder, please follow the steps outlined in the image below. Conversely, if you receive junk email in your inbox, right-click the message. Selecting the **Add Sender to Blocked Senders List** will route any future email from that address to your junk email folder.



Email that the filtering system is highly-confident is junk will be directed to your quarantine folder. This folder is not visible in Outlook. There are

two methods for viewing, releasing or deleting quarantined email. First, you will receive a daily notification that lists all quarantined email. Please see the example of this email below. To release an email, click the 'release to inbox' link next to the email you want to release.



Second, you can log into <https://admin.protection.outlook.com/quarantine> using your full CIA email address (include @cia.edu) and password. A web page will load listing all quarantined email, and will have a 'release to inbox' option. **Please note this portal will not be available until December 21st.** Also, if you find that email is constantly being quarantined, please submit a request to [mailquestions@cia.edu](mailto:mailquestions@cia.edu) to have the email whitelisted.