

New Email Filter for Life University Powered by Microsoft 365

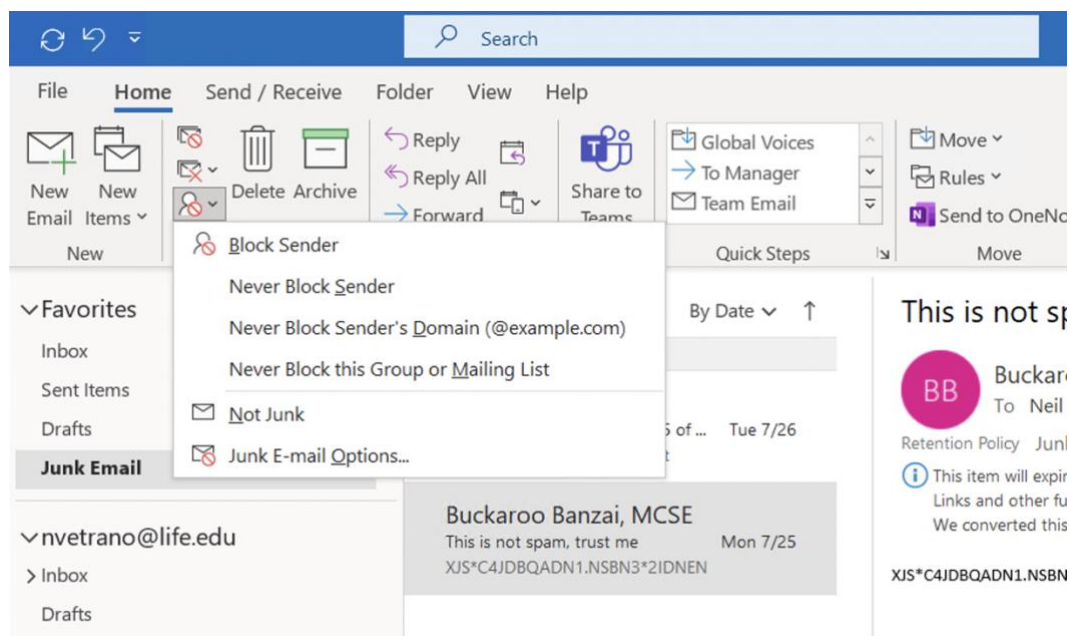
Life University has implemented Microsoft 365 advanced email protection to filter all incoming email messages. This gives you greater control and visibility into your email than the previous AppRiver filters. Please review the following tips to get the best results for your Inbox.

Your *spam* will be delivered to the **Junk Email** folder rather than being held in quarantine as it was in AppRiver. In Outlook or webmail, you may need to scroll down the folder list on the left to find it. We suggest you add this as a favorite to place it on the top of the folder list. This is easily done by right-clicking the **Junk Email** folder and selecting **Add to Favorites** from the menu.

Phishing messages, impersonation, or other high-confidence malicious content will be placed in quarantine. You will receive email reports of quarantined messages with options to review the message, request its release, or block the sender to delete messages from the same address and not be notified about them in the future.

Outlook on Windows PC - Managing Your Inbox and Junk Email Folder

In the following example, there is a spam message delivered to the Junk Email folder (which has been added to the Favorites section). You may access the Junk settings from the Delete menu section or by right-clicking on the message.



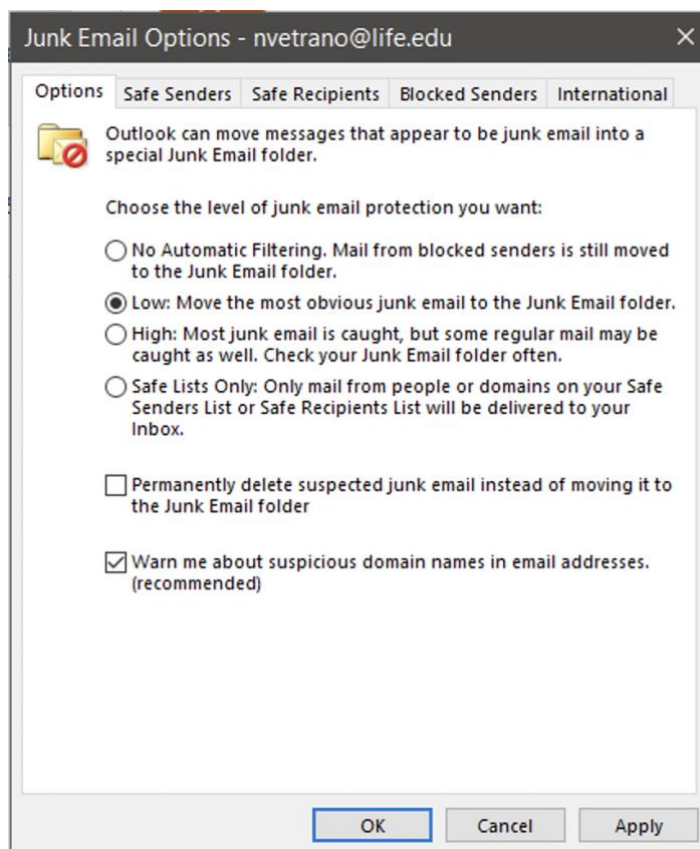
- Select **Block Sender** if the sender is not someone you trust and if you do not want to receive future messages from them.

- Select **Never Block Sender** if the sender is *known and trusted* to prevent future messages from going to Junk Email.

NOTE: It is *NOT* recommended to select **Never Block Sender's Domain**, as this limits the effectiveness of the filter and exposes you to potential malicious messages.

Select Never Block this Group or Mailing List if a filtered message is from a mailing you have joined and you wish to receive future messages.

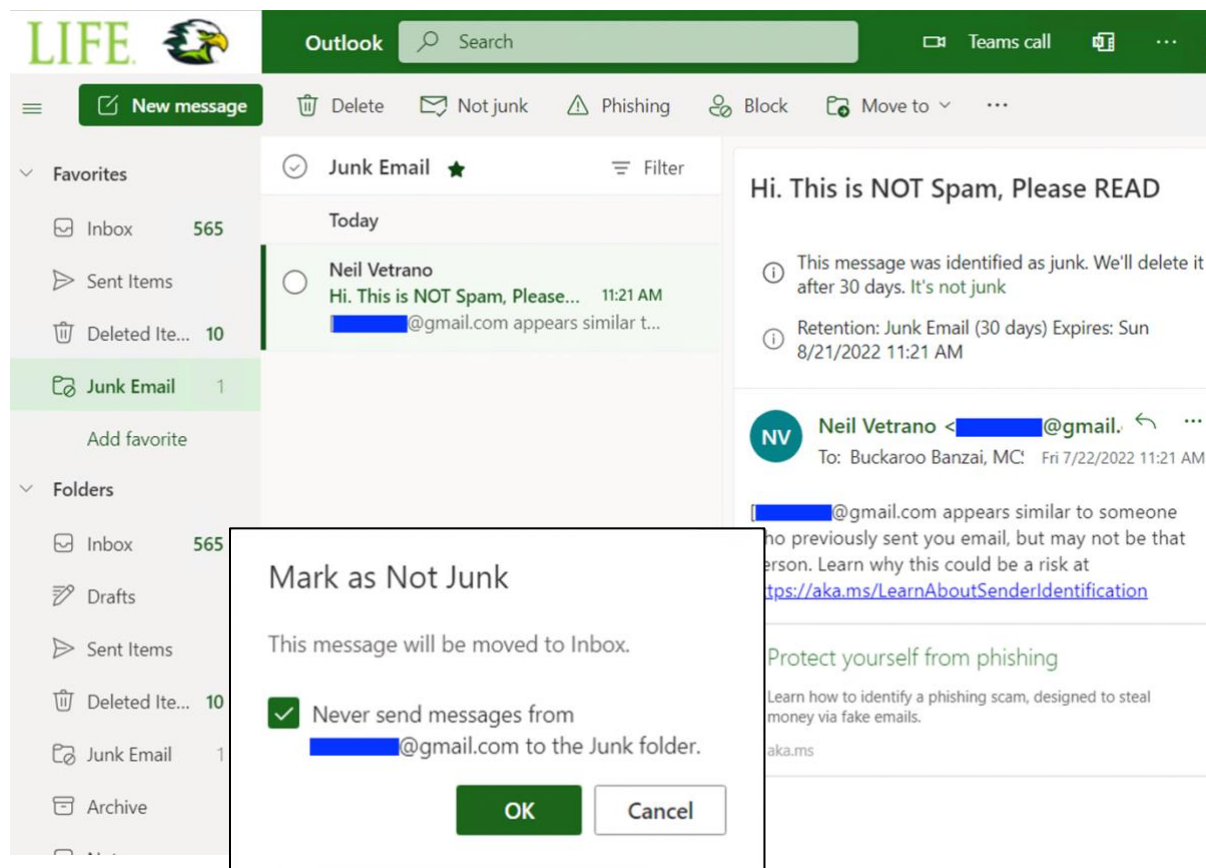
You may also manage your filter settings in Outlook by selecting **Junk Email Options**.



We recommend setting your level to **Low** at first. If you notice too much spam reaching your Inbox, then set it to **High**. Either way, please leave the second box selected to warn about suspicious domain names. You may manage your **Allow** and **Block** lists from the **Safe Senders** and **Blocked Senders** tabs.

Outlook WebApp - Managing Your Inbox and Junk Email Folder

In the following example, there is a spam message delivered to the Junk Email folder (which has been added to the Favorites section). Notice the Quick-Action options menu just above the messages list. Selecting **Not junk** will open the pop-up message shown below.

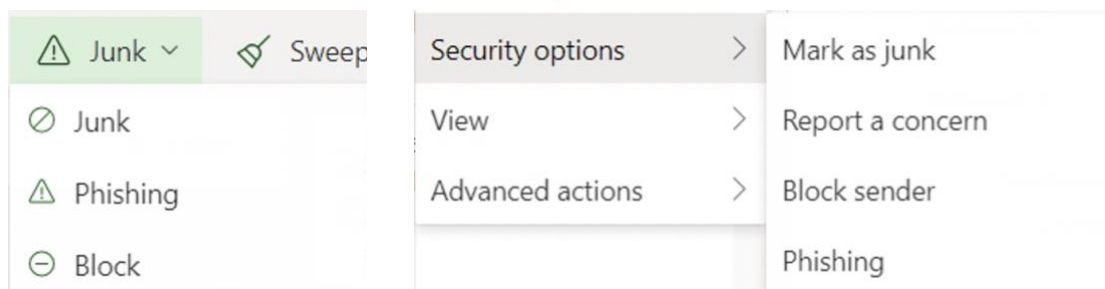


Leaving the box checked to **Never send messages from...** will add the sender to your safe senders or allowed list. Future messages from this sender will not be filtered as spam and will be delivered to your Inbox.

Selecting **Phishing** from the action menu will help by not only protecting your Inbox, but also by training the filter to identify similar messages sent to others. Click here to [learn about phishing](#).

You can reduce email clutter by selecting **Block** from the action menu. Future messages from that sender address will be blocked at the filter and not be seen in your Junk Email folder.

Spam or junk messages may be delivered to your Inbox. You may train the filter and reduce your clutter by using the Quick-Action menu above the message list window or by right-clicking on the message in the messages list.



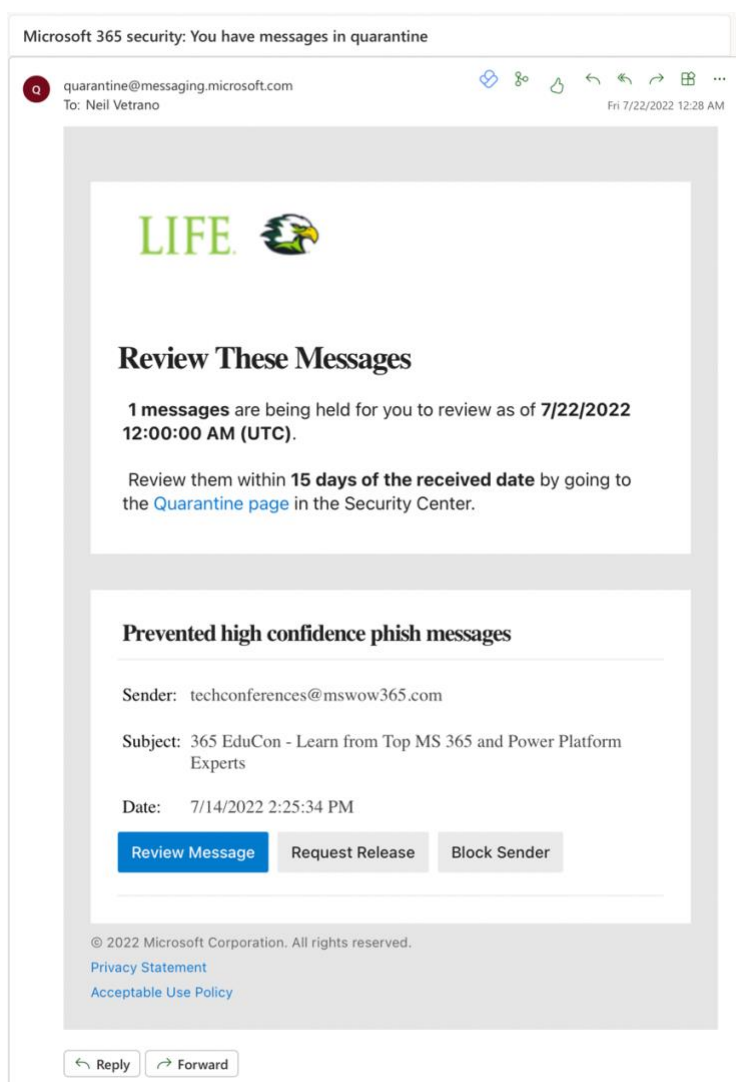
Picture 1 is the **Junk** menu in Quick-Actions above the messages list.

Picture 2 is the right-click menu under the **Security options** submenu.

NOTE: The **Report a concern** option in Picture 2 is for inappropriate content in a message such as hate speech, explicit images, sexual references, copyright infringements, etc. This is **not** for submitting complaints to Human Resources. It is sent to Microsoft for review against their code of conduct guidelines.

Quarantine Report Notification Email

Below is a sample report showing an email notification and your options. **Review Message** opens a web page where you may see the message content safely. If, after reviewing the message, you determine it to be a trusted email, you may select **Request Release**, which submits the message for review and release. This added step ensures that malicious content that may appear valid is not delivered to you. Finally, you have the option to **Block Sender** to have future messages deleted and not appear on your quarantine reports.



Your IT Helpdesk is available to assist with any questions on issues you may have in transitioning to this method of managing your email security. Simply submit a request for assistance by emailing ITSupport@life.edu.



Reminder: Your Life University email is to be used for official University purposes only. Personal email, online shopping, social media and other online activities of a non-University purpose should not be associated with your @life.edu email address.