

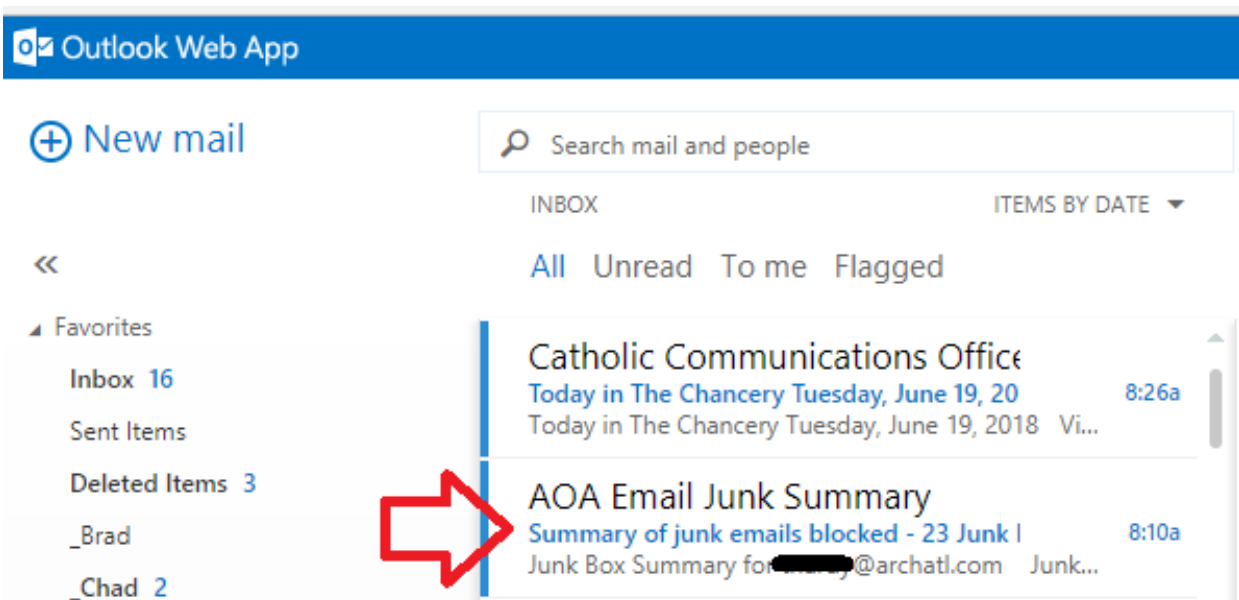
How to “Unjunk” a Legitimate Message from the SonicWALL Spam Filter

Notes:


Though the SonicWALL spam filter has proven to be HIGHLY accurate, it may often place a legitimate message inside the Junk Box by mistake. For this reason, it is suggested that users visit their Junk Box at least once per week to retrieve any false-positive entries and, if needed, whitelist an address to help train the system on what to deliver and what to catch.

These directions are based on using the Outlook Web App interface for e-mail. If you are accessing your e-mail account by way of a local Outlook client, the initial steps of these directions may look a little different.


1. Open the message in your inbox with the subject reading: **AOA Email Junk Summary**



2. The contents of the message will look similar to the screen below. Click on the **Visit Junk Box** link ...



Junk Box Summary
for [redacted]@archatl.com



[Visit Junk Box](#)

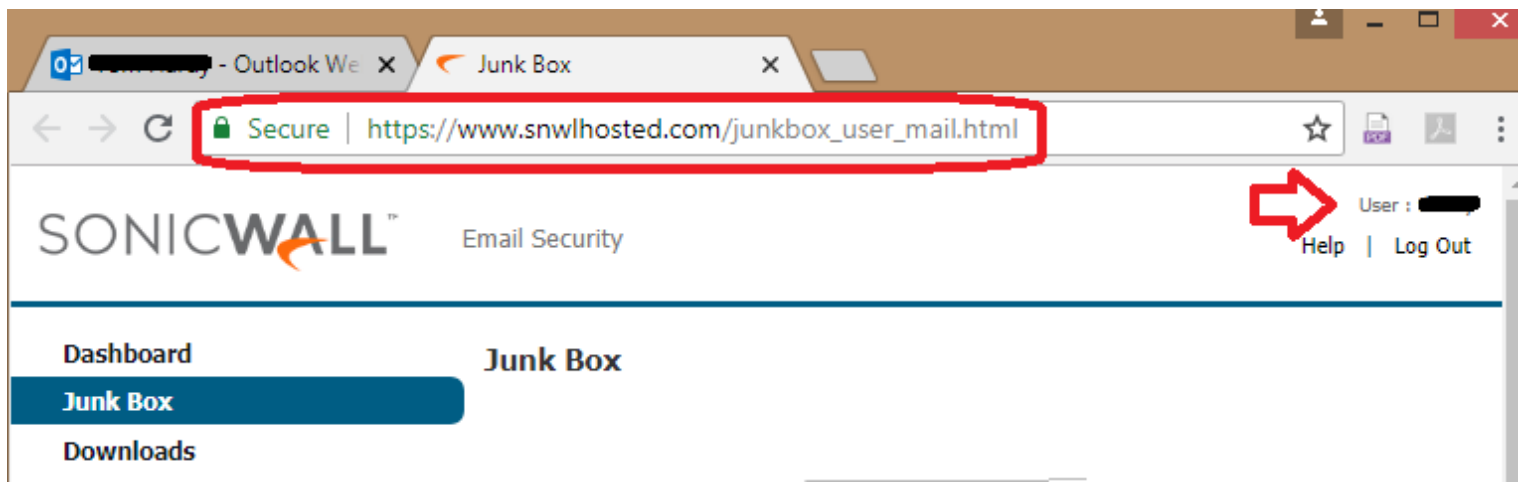
Junk Emails Blocked: 23

The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 15 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: thardy@archatl.com

Action	From	Subject	Threat
Unjunk View	announcements@e.techsoup.org	Get the word out with Adobe Creative Cloud	Likely Spam
Unjunk View	midmarketIT@gartner.com	How to Negotiate Effectively with Your Providers	Likely Spam
Unjunk View	feedback@knowbe4.com	[Heads-Up] Massive Downtime Caused by Bad Guys Killing ...	Likely Spam
Unjunk View	resources@technology-influe...	Best Practices Approach to Securing Your Enterprise aga...	Likely Spam
Unjunk View	team@zendesk.com	Our patience is running out	Likely Spam
Unjunk View	newsletter@itreport.biz	The Essential Guide to Continuous Testing	Likely Spam
Unjunk View	bethany.brooke@whitepaperli...	Flash Storage in FL, GA & MI	Likely Spam
Unjunk View	linkedin@dragonflyleadsnow.com	I looking for fresh leads this June	Likely Spam

3. Your browser will open up a separate tab labeled "Junk Box" that is a secured site and your user ID (normally first initial – last name) will be displayed in the top right corner ...



4. The middle of your screen will contain information on all messages currently caught by the spam filter:

	From	Threat		Subject
<input type="checkbox"/>	techupdate@tec...	Spam		Enterprise Endpoint Protection Buyer's Guide
<input type="checkbox"/>	sage@go.sage.c...	Likely Spam		Two days left! - Is your business running you?
<input type="checkbox"/>	techupdate@tec...	Spam		Reshaping ECM: New Opportunities in the Cloud
<input type="checkbox"/>	contentupdates...	Likely Spam		What to Look for in an Office 365 Availability Solution
<input type="checkbox"/>	info@online.bar...	Likely Spam		Educators: Make a difference with this MS Ed Leader!
<input type="checkbox"/>	iane@ifanmails...	Likely Spam		Sweat app will rake millions this year

5. To retrieve a legitimate message from your spam filter junk box and have it redirected back into your mail account's inbox, you'll need to (1) check the box next to the message for retrieval and (2) click on the **Unjunk** button as shown below

Note: Multiple messages may be retrieved at one time by simply checking multiple boxes.

Junk Box



Simple search: in

Surround sentence fragments with quote marks " " for example; "look for me" Boolean operat

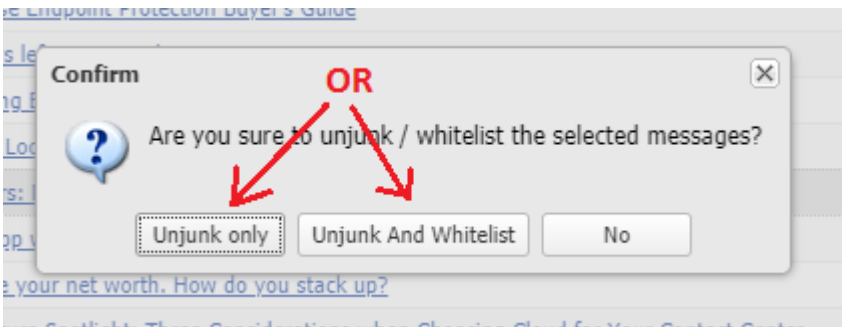
Items in the Junk Box will be deleted after **15 days**

For **Advanced** search filters, click on ▼ icon in respective column.

Displaying 25 records (0.031 secs)

	From	Threat		Subject
<input type="checkbox"/>	techupdate@tec...	Spam		Enterprise Endpoint Protection Buyer's Guide
<input type="checkbox"/>	sage@go.sage.c...	Likely Spam		Two days left! - Is your business running you?
<input type="checkbox"/>	techupdate@tec...	Spam		Reshaping ECM: New Opportunities in the Cloud
<input type="checkbox"/>	contentupdates...	Likely Spam		What to Look for in an Office 365 Availability Solution
1 <input checked="" type="checkbox"/>	info@online.bar...	Likely Spam		Educators: Make a difference with this MS Ed Leader!
<input type="checkbox"/>	jane@ifanmails...	Likely Spam		Sweat app will rake millions this year
<input type="checkbox"/>	fisher@sinfo.pp...	Likely Spam		Calculate your net worth. How do you stack up?
<input type="checkbox"/>	newsletter@itre	Likely Spam		Architecture Spotlight: Three Considerations when Choosing Cloud I

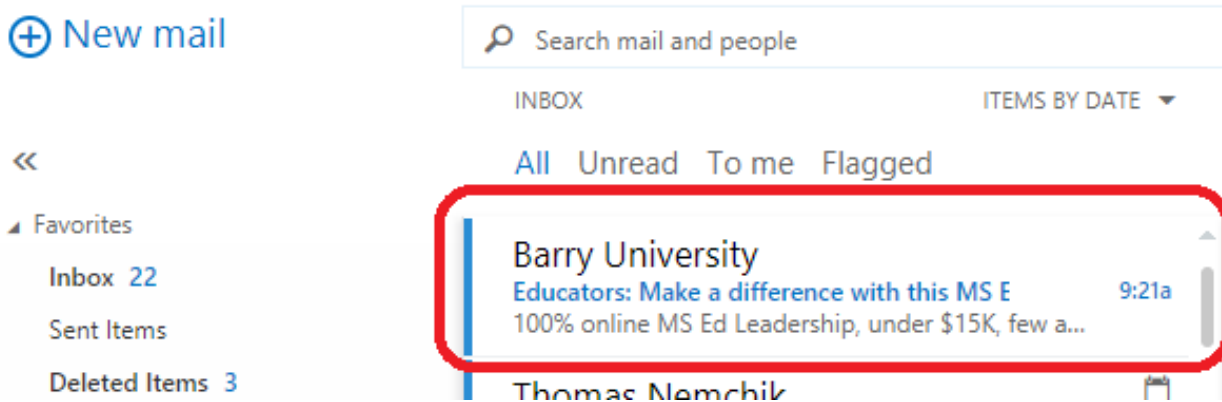
- 6. You will be presented with a confirmation window where you will have a choice to simply **Unjunk only** the message or **Unjunk And Whitelist** it. The second option helps train the system so that future messages from this address should go right into your Inbox.



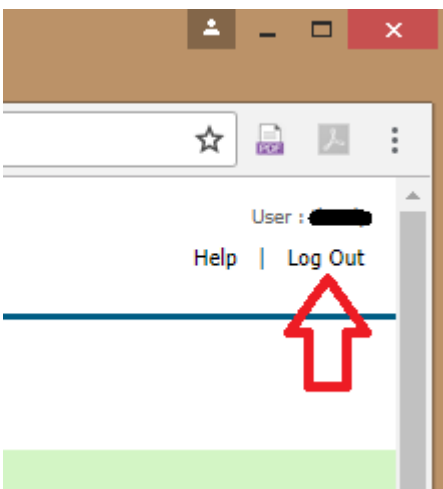
- 7. Once one of the two options above is chosen, you should see a green bannered message (as shown below)



... and the message will be released and sent to your Inbox:



8. If necessary, you may repeat steps 5 through 7 above for additional messages. Otherwise, once finished with the retrievals, please be sure to logout of the spam filter app by clicking on the **Log Out** link ...



... at which point you will see the following confirmation screen showing you have successfully logged out:



9. Lastly, you can close the SonicWALL tab from your browser.

For technical support, please contact the IT Helpdesk:

Email: support@archatl.com

Phone: 404.920.7450