Microsoft® Outlook® utilizes IronPort®, the junk mail/SPAM filter that is provided by the University of Southern California (USC). Outlook contains its own SPAM filtering capabilities. However, IronPort and Outlook's SPAM filtering capabilities running simultaneously can result in e-mails that are not SPAM being incorrectly identified as SPAM. To avoid this issue, the SPAM filtering capabilities in Outlook must be disabled.

1. To begin, open Outlook and click Junk, located on the tool bar. A drop-down menu displays.
2. Select **Junk E-mail Options**... The *Junk E-mail Options* screen displays.

3. Select the **No Automatic Filter** radio button. Then, click the **OK** button to apply the setting change.

   Additionally, the same change must be made in the web-based version of Outlook.

1. Navigate to [http://dornsife.usc.edu/365](http://dornsife.usc.edu/365) and login to the Outlook Web Application (OWA) with your USC e-mail address and password.

   **NOTE:** You must use your full USC e-mail address to login.  
   **Example:** johndoe@usc.edu
2. After logging into OWA, select **Options**, located on the right side of the screen. A drop-down menu displays.

3. Select **See All Options**... The *My Account* page displays.
4. Select **Block or Allow**. The *Block or Allow* page displays.

5. Select the **Don't move e-mail to my Junk E-Mail folder** radio button. Then, select **Save**, located on the bottom, right side of the page.

The desktop and Internet-based Outlook junk mail/SPAM options are now properly configured.
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