CONFIGURING YOUR JUNK EMAIL (SPAM) SETTINGS

ITS SPAM filters emails as they cross the email server. This process flags and removes the majority of SPAM messages, before they arrive in your inbox. Microsoft Outlook contains its own SPAM filtering capabilities. However, some emails that are not SPAM may be incorrectly identified as SPAM, because of the double filtering process. To avoid legitimate emails being identified as SPAM, you will need to disable SPAM filtering capabilities in Outlook. Complete the following steps to configure your Junk Email (SPAM) settings in order to ensure optimal email delivery results.


![Microsoft Outlook Home tab with Junk option highlighted]

2. On the Home tab, select the Junk option. A drop-down menu displays.
3. From the drop-down menu, select **Junk Email Options**... The *Junk Email Options* screen displays.

![Junk Email Options](image)

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

**NOTE:** The same settings change must be made in the web-based version of Outlook, as well, in order for the Junk Email settings to function correctly.
Changing the Junk Mail Settings in OWA

1. Open a web browser and navigate to http://dornsife.usc.edu/365. The Outlook Web Application (OWA) will prompt you to log into the website.

![Authentication Required]

2. Enter your USC email address in the User Name: field.

3. Enter the corresponding password in the Password: field.

4. After entering your email address and the corresponding password, select the OK button. OWA displays.
5. Select the **Gear** icon, located on the right side of the screen. A drop-down menu displays.
6. From the drop-down menu, select the **Options** item. The *Options* screen displays.
7. In the sidebar of the Options page is a menu. Expand the Accounts menu and then select Block or allow. The Block or allow options display.

![Block or allow options](image)

8. Select the Don't move email to my Junk Email folder radio button, located at the top of the screen.

9. After selecting the radio button, select the Save option, located at the top of the screen.

Your Junk Email settings are now properly configured. Repeat these steps as-is appropriate.