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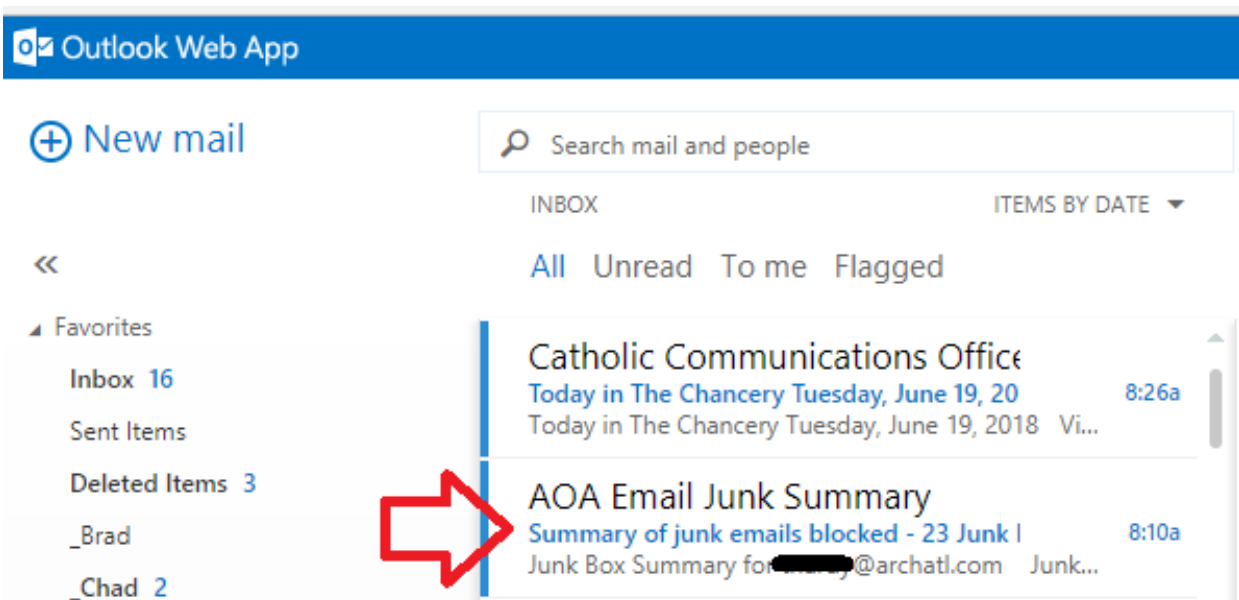
2. The contents of the message will look similar to the screen below. Click on the **Visit Junk Box** link …

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:

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.

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.
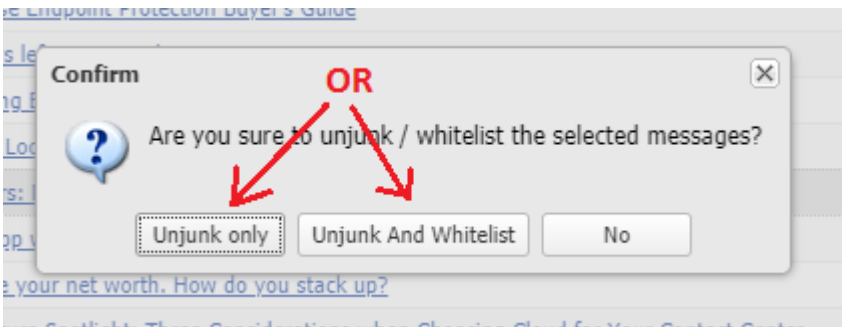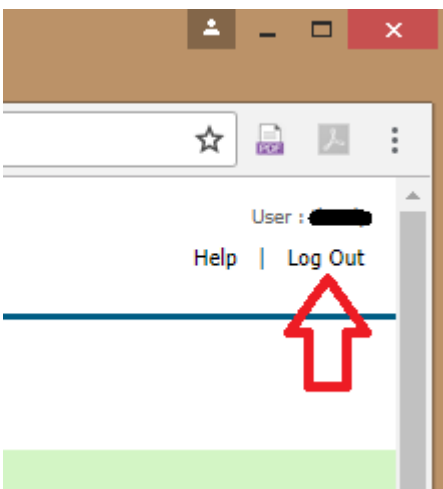

7. Once one of the two options above is chosen, you should see a green bannered message (as shown below) ………..

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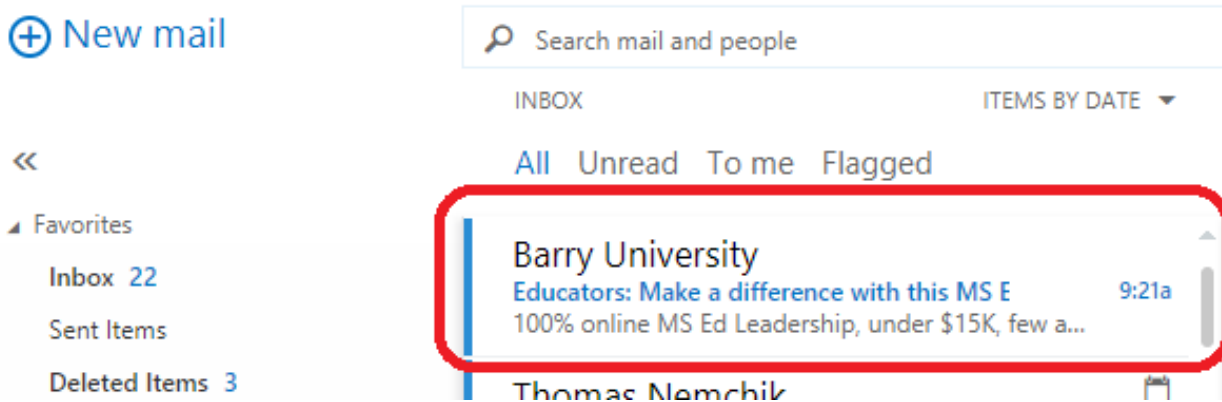
8. If necessary, you may repeat steps 5 through 7 above for additional messages. Otherwise, once finished with the retrievals, please be sure to logout of the spam filter app by clicking on the **Log Out** link …

… 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.

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For technical support, please contact the IT Helpdesk:
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