



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.

o ☑ Outlook Web App	
🕀 New mail	Search mail and people
	INBOX ITEMS BY DATE 💌
«	All Unread To me Flagged
▲ Favorites	Cathalia Communications Office
Inbox 16	Today in The Chancery Tuesday, June 19, 20 8:26a
Sent Items	Today in The Chancery Tuesday, June 19, 2018 Vi
Deleted Items 3	AOA Email Junk Summary
_Brad	Summary of junk emails blocked - 23 Junk 8:10a
_Chad 2	Junk Box Summary for analy warchati.com Junk

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 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

Enali sent to, tharuy@archat.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	
Uniunk View	linkedu@dragonflvleadsnow.com	Looking for fresh leads this June	Likely Snam	

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 ...

		÷	-		×
💽 🖸 🐨 🖓 - Outlook Wei 🗙 🗸 🤇	Junk Box ×				
\leftrightarrow \rightarrow C \blacksquare Secure https://	/www.snwlhosted.com/junkbox_user_mail.html	☆		J.,	:
Sonic wall ®	Email Security		User : Lo	g Out	
Dashboard	Junk Box				
Junk Box					
Downloads					

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

Del	ete Unjunk	Refr	esh				
	From	•	Threat	-	0	•	Subject
	techupdate@te	c	Spam				Enterprise Endpoint Protection Buyer's Guide
	sage@go.sage.	c	Likely Spam				Two days left! - Is your business running you?
	techupdate@te	c	Spam				Reshaping ECM: New Opportunities in the Cloud
	contentupdates		Likely Spam				What to Look for in an Office 365 Availability Solution
	info@online.bar		Likely Spam				Educators: Make a difference with this MS Ed Leader!
	iane@ifanmails		Likely Spam				Sweat ann 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.

lunk Box		
Simple search:		in Subject 🔻 s
	Surround sentence frage	ments with quote marks " " for example; "look for me"Boolean op
Items in the Junk Box wi	l be deleted after 15 days	
For Advanced search fill	ters, click on 🔻 icon in respec	tive column.
Displaying 25 records (0.	031 secs)	
Delete Unjunk Ref	fresh	
	Thurst _ R _	Cubica
From		Subject
techupdate@tec	Spam	Enterprise Endpoint Protection Buyer's Guide
sage@go.sage.c	Likely Spam	Two days left! - Is your business running you?
techupdate@tec	Spam	Reshaping ECM: New Opportunities in the Cloud
contentupdates	Likely Spam	What to Look for in an Office 365 Availability Solution
nfo@online.bar	Likely Spam	Educators: Make a difference with this MS Ed Leader!
jane@ifanmails	Likely Spam	Sweat app will rake millions this year
fisher@slinfo.pp	Likely Spam	Calculate your net worth. How do you stack up?
newsletter@itre	Likely Snam	Architecture Spotlight: Three Considerations when Choosing Cl

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.

<u>s le</u> 19 E	Confirm	OR	×
Loc rs: I	Are you sure	e to unjunk / whitelist the selected mes	sages?
<u>2p v</u>	Unjunk only	Unjunk And Whitelist No	
e yo	ur net worth. How do yo	ou stack up?	

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

SONICWALL	Email Security
Dashboard	Junk Box
JUNK BOX	
Downloads	SUCCESS
System Setup	A total of 1 messages were selected. 1 successfully unjunked.
Junk Box Management	

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

🕀 New mail	Search mail and people	
	INBOX ITEMS B	Y DATE 🔻
«	All Unread To me Flagged	
∡ Favorites	Demonstration with a	_
Inbox 22	Educators: Make a difference with this MS E	9:21a
Sent Items	100% online MS Ed Leadership, under \$15K, few a	IJ
Deleted Items 3	Thomas Nemchik	(^{int})

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:

Sonicw	Email Security Login	
	Control Center Server sjl0vm-hescc01	_
User Name:		
Password:		
	Login Help Log In	
9.1.2.3759 ©) Copyright 2002-2018 SonicWall Inc.	<u>Language</u>

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