Change the level of protection for the Junk Email Filter

While the Outlook Junk Email Filter protects against much of the spam sent to you, no filter can catch every junk message.

By default, the Junk Email Filter is turned on, and the protection level is set to **Low**, the setting designed to catch the most obvious spam. You can adjust the sensitivity of the Junk Email Filter. Messages detected by the Junk Email Filter are moved to the **Junk E-mail** folder.

**Instructions for Outlook Web App (OWA) users (PC or Mac)**

From OWA click on the gear 🔄 in the upper right corner > **Options** > block or allow > automatically filter junk email

**Instructions for Outlook Client users on PC:**

1. Open Outlook client 2010 or 2013. On the **Home** tab, in the **Delete** group, click the triangle by **Junk** 🛡 Junk 🗑, and then select **Junk E-mail Options**.

2. From the **Options** tab and select the level of protection that you want.
   - **No Automatic Filtering**: Although this turns off the automatic Junk Email Filter, messages are still evaluated by using the domain names and email addresses in your Blocked Senders List.
   - **Low**: If you don't receive many junk messages, or want to filter only the messages that are the most obvious junk, select this option.
   - **High**: If you receive lots of junk messages, but don’t want to restrict messages from senders on your safe lists, select this option. You should periodically review messages moved to the Junk Email folder, because some legitimate messages might also be moved.
   - **Safe Lists Only**: This is the most restrictive option. Any message that is sent neither from someone on your Safe Senders List nor to a mailing list on your Safe Recipients List, is classified as junk.

**Instructions for Outlook Client users on Mac:**

By default the **Junk E-mail Protection**... menu item in Outlook 2011 is grayed out and not available. To make this available you must open the Outlook Preferences.

1. Open Outlook 2011 client > **Outlook** > **Preferences**. This action makes **the Junk E-mail Protection**... available. Keep the preferences dialog box open.
2. Select Tools > **Junk E-mail Protection**...
3. Select the level of protections that you want.