Deleting Emails from Junk E-mail in Microsoft Outlook, Entourage, & Web

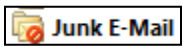
Our email has the ability to scan for spam email as your messages are downloaded from the web. When it catches what it thinks is a spam email, it puts the message in a folder called Junk E-mail. Be sure to check this folder often to ensure that it doesn't contain any important emails that you need that have been put in there by mistake. It is important to note that spam emails are dangerous and are sent by criminals for the sole purpose of causing harm to their victims. Most spam emails try to get you to give them access to personal and financial information. Do not respond to any message that requests information nor should you click any of the links or attachments that are contained in the message as they more than likely will direct you to a false website, email address, or possibly even activate a virus or malware to infect your computer. If you have received a spam email, the best course of action is to delete the message right away to get it off of your computer.

If you feel you need to contact your bank, credit card company, or any other place of business that handles your personal and financial concerns, you should either go to the place of business or call the business using a telephone number from a trusted telephone source or other document given to you by the company such as a receipt or printed statement.

- Here are the steps to clean up your Junk E-mail folder.

STEP 1 – Select Junk E-mail Folder

Click on the Junk E-mail icon located in the Mail Folders located on the left side of the screen.



STEP 2 – Save Any Non-Junk E-mails

Before deleting any messages, be sure to go through the list of emails to make sure there is nothing you want to save. Sometimes Outlook inadvertently puts legitimate emails in this folder because something written or attached to the email threw up a red flag to Outlook and so the program put it in this folder to prevent it from causing harm. That's why sometimes when you are expecting an email from someone and it never comes, it more than likely ends up here in this folder.

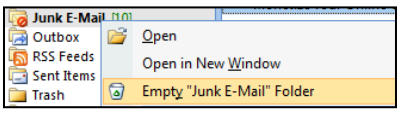
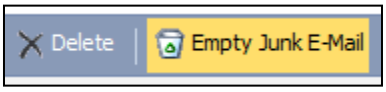
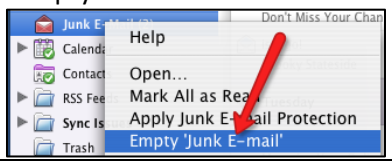
- If you find an email in this folder that is not junk, simply DOUBLE CLICK the email from the list, locate in the window of the message the button in the Junk E-mail section labeled NOT JUNK and click it.
- A box will appear on the screen telling you that the message will be sent to your inbox and will ask for your permission to add the person's email address to the safe senders list, so emails from this person in the future will not appear in the Junk E-mail folder.
- Click OK to finish.

Outlook 2007

Entourage 2008

NOTE: When you start deleting emails from the Junk E-mail folder, you will NOT receive a screen asking for permission to delete the messages. Deleting emails from the Junk Email folder is a permanent delete so be careful when choosing emails to delete from this folder.

STEP 3 – Delete Messages

Single Delete	**Multiple Delete**	**Delete All**
To delete a single email from the folder: **1).** Select the email in the list. **2).** Press the delete key on your keyboard.	To select more than one item at a time: **1).** Hold down the **Control key** on your keyboard. **2).** Select emails of your choosing. **3).** Press the delete key on your keyboard.	To delete all emails in the folder, simply : **Outlook 2007 - RIGHT-CLICK** the Junk E-mail folder icon. Select "Empty Junk E-mail Folder."  **Web Access** – Click the trash can icon located at the top of the email list in the browser.  **Entourage** – Hold down the **Control** key on keyboard and click the Junk E-mail icon. Select "Empty Junk E-mail." 

- We highly recommend that you delete all Junk Email messages after you have saved the Non-Junk Emails.