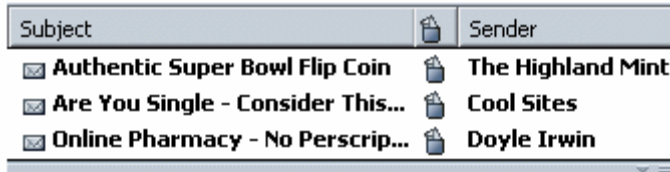








Controlling Junk Mail in Netscape 7.2

Mail automatically detects incoming messages that appear to be junk mail (also known as spam). Junk mail detection is turned on by default for all accounts.

When Mail detects a message that appears to be junk mail, it marks the message's Junk Status column with a junk mail icon, like this:



The screenshot shows a table with two columns: 'Subject' and 'Sender'. Each row in the table has a small icon to the left of the subject text, indicating that the message is identified as junk mail. The subjects listed are 'Authentic Super Bowl Flip Coin', 'Are You Single - Consider This...', and 'Online Pharmacy - No Perscrip...'. The senders listed are 'The Highland Mint', 'Cool Sites', and 'Doyle Irwin'.

Subject	Sender
 Authentic Super Bowl Flip Coin	 The Highland Mint
 Are You Single - Consider This...	 Cool Sites
 Online Pharmacy - No Perscrip...	 Doyle Irwin

By default in a new profile, the Junk Status column is located to the right of the Subject column, but you can relocate it by dragging it to the new location.

In this section:

[Training Mail to Detect Junk Mail](#)

[Viewing Junk Mail](#)

[Junk Mail Tips](#)

[Using Junk Mail Controls](#)

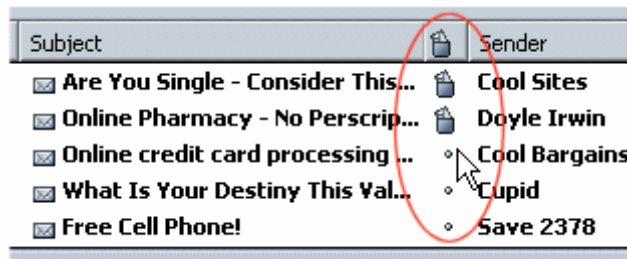
Training Mail to Detect Junk Mail

At first, you must "train" Mail to recognize what's junk. Initially, Mail may make some mistakes by marking some messages as junk that you don't consider to be junk mail, or by not recognizing some messages as junk that you do consider to be junk mail. By training Mail to recognize junk mail, you will improve the accuracy of junk mail detection.

Once Mail is correctly identifying junk mail, you can use the [Junk Mail Controls](#) to automatically move incoming junk mail to the Junk folder.

To train Mail to identify what is junk:

- Mark a message as junk by clicking in the message's Junk Status column so that the junk icon appears.



- Mark multiple messages as junk by selecting the messages and clicking the Junk button on the Mail toolbar.

To train Mail to identify what's not junk:

- For a message incorrectly marked as junk, click the message's junk icon to remove it and mark the message as not junk.
- Mark multiple messages as not junk by selecting the messages and clicking the Not Junk button on the Mail toolbar.
- If you're reading a message that's not junk, click the Not Junk button in the message's header (to the right of the recipients).

Over time, Mail becomes smarter at identifying the types of messages you consider to be junk. You'll know when Mail is fully trained, because you'll no longer have to correct it.

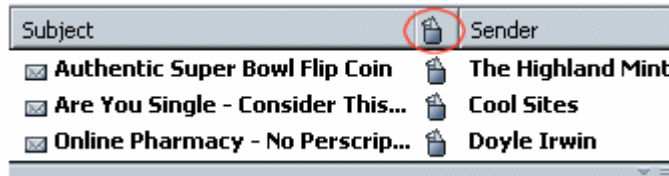
To train Mail more quickly: Avoid marking messages as junk and then later marking them as not junk. If you mark a message as junk, and then later mark it as not junk, Mail is not immediately trained to recognize that new messages of the same type are not junk. It may take several more times of marking these types of new messages as not junk before Mail is fully trained.

Viewing Junk Mail

Messages marked as junk mail are marked with a special junk mail icon, as described in the preceding section.

To view all junk mail messages by grouping them together:

- Click the Junk Status column icon:



You may have to scroll up or down to see the junk mail messages grouped together.

To only display messages not marked as junk in a folder:

- From the View drop-down menu, choose Not Junk.

Junk Mail Tips

To quickly delete messages you've marked as junk: From the Tools menu, choose Delete Mail Marked as Junk in Folder. If you selected the Junk folder, you can use this command to quickly empty the Junk folder.

Using multiple profiles: If you access your mail accounts using more than one profile (for example, if you access your Mail from two different computers, one located at work and the other one at home), you must train Mail to detect junk mail for each profile. Also, make sure you use the same junk mail settings for both profiles. Otherwise, junk mail will be analyzed differently in each profile, with different results.

Using filters: Keep in mind that if you've set up a filter that moves new messages into a folder, the new messages are analyzed after they arrive in the destination folder specified by the filter.

While Mail is analyzing messages: Try to avoid clicking Stop while Mail is analyzing new messages. Mail starts analyzing the junk status of new messages when you open a folder that contains new messages. While Mail is busy analyzing messages, the Netscape logo in the upper right corner of the Mail window will appear animated, and the status bar at the bottom of the Mail window will flash the text "Downloading message..." as each new message is analyzed.

Clicking the Stop button while Mail is analyzing messages cancels junk mail analyzing before all messages have been analyzed. Messages that Mail did not analyze do not get analyzed the next time you open that folder (since they are no longer marked as new). Instead, you will have to manually mark them as junk or not junk. Alternatively, you can select the folder and choose Run Junk Mail Controls on Folder from the Tools menu.

Messages with future dates: If you've set Junk Mail Controls to automatically delete messages in the Junk folder, but you notice that some messages still remain in the Junk

folder, it's possible that the messages have future dates. Mail cannot automatically delete junk messages that have future dates. You must manually delete these messages.

If you have a slow connection: To detect junk mail, Mail must analyze the contents of each message to determine whether the message is junk. If you have a slow dialup connection, this may cause mail retrieval to seem a bit slow the first time you open a folder that has new messages.

The slowdown is proportional to the number of messages in the folder — the more you have, the longer it takes to analyze all the messages. If you have fewer than a hundred or so messages in the folder at any given time, you probably won't notice any slowdown.

Using Junk Mail Controls

If you are not already viewing the Junk Mail Controls dialog box, open the Tools menu and choose Junk Mail Controls.

Note: To improve the accuracy of junk mail detection, you must first train Mail to recognize junk mail. For information on how to get started, see [Controlling Junk Mail](#).

- **Account:** Choose the account whose junk mail settings you want to change.
- **Junk Mail Log:** Displays the Junk Mail Log, which records junk mail detection activity. By default, the junk mail log is off. To enable it, click Junk Mail Log and then click the checkbox labeled Enable the Junk Mail Log.
- **Enable junk mail controls:** Activates or deactivates junk mail detection for the selected account. By default, junk mail detection is enabled for all accounts.
- **Do not mark messages as junk mail if the sender is in my address book:** By default, Mail does not mark messages as junk if the sender is in your Personal Address Book. In general, it's best to leave this option selected.

However, it's possible for mail software belonging to your friends or colleagues to become infected by viruses that automatically send virus-infected junk mail to everyone in their address books.

If some of the people in your address book have had problems with such viruses, you may want to deselect this checkbox. When this option is turned off, Mail analyzes incoming messages regardless of whether the sender is in your Personal Address Book.

- **Move incoming messages determined to be junk mail to:** If enabled, Mail automatically moves new messages detected as junk mail to the account you choose. By default, Mail uses the selected account's Junk folder to store junk mail. This setting only applies to incoming messages that Mail identifies as junk mail. It does not apply to messages you mark as junk mail.
 - **"Junk" folder on:** Lets you choose the account where you want Mail to store junk mail.

- **Other:** Lets you choose the account and folder where you want Mail to store junk mail.
- **Automatically delete junk messages older than _ days from this folder:** If checked, Mail automatically deletes junk messages from the selected folder that are older than the number of days you specify.
- **When I manually mark messages as junk:** If enabled, lets you choose the action to be performed on messages that you manually mark as junk. If not enabled, no action is taken on messages you manually mark as junk. Regardless of whether you enable this option or not, manually marking messages as junk is the best way to improve the accuracy of junk mail detection.

To apply Junk Mail Controls to messages in a folder: Select the folder, open the Tools menu, and choose Run Junk Mail Controls on Folder.

Note for AOL accounts: By default, Mail moves junk mail to the local Junk folder (under Local Folders). When Mail moves junk mail to the local Junk folder, they are also copied to the Recently Deleted Mail folder under your AOL account, where they are deleted after 24 hours. If you want to move a message from the Recently Deleted Mail folder back into your AOL New Mail folder, you must do so before the message gets deleted from the Recently Deleted Mail folder. Otherwise, you can find the message in the Junk folder under Local Folders.