

Suggestions for Managing Spam and other Junk E-mail

Note: the following suggestions represent personal opinion. Use these instructions at your own risk.

Overview

For any number of reasons an individual may receive large quantities of spam or “junk email”. Sometimes the number of these unwanted messages can interfere with the intended use of email for communication purposes and become more than a distraction or irritation. Occasionally the quantity of these messages can be so great as to fill the user’s mailbox, surpassing the established mailbox limit and rendering the email account unusable until the messages are removed and free space is gained for legitimate messages.

With Schreiner University’s implementation of Outlook Web Access 2003 (OWA 2003) the end user now has some tools at his or her disposal to assist in managing spam or junk email. The following tips outline some steps that you may find useful and Microsoft’s official Junk Email Help File Topic has been inserted for reference (*it appears in its entirety but the hyperlinks have been removed to prevent errors. You can read the unaltered topic by clicking on Help and selecting Manage Junk E-mail from the Security and Privacy heading in the OWA window.*)

You are encouraged to visit the following sites for a more thorough treatment of the topic:

<http://www.microsoft.com/athome/security/email/fightspam.mspx>

<http://www.spamprimer.com/>

<http://www.cauce.org/>

NOTE TO SCHREINER UNIVERSITY STAFF

- Outlook 2002 Client - installed on your Schreiner Workstation
- OWA - Outlook Web Access 2003 accessible through your browser

All of the settings discussed below must be made in OWA, NOT in the Outlook 2002 client on your desktop. Outlook 2002 allows you to block individual senders while placing everything else in your Inbox. OWA 2003 allows you to take a stronger approach by placing everything in your Junk E-mail folder and only placing messages in your Inbox from those you select.

Do NOT right-click and select “Delete ‘Junk E-Mail’” in Outlook 2002 as this will delete the entire folder!

Basic Settings

The following setup for OWA is recommended as a starting point only and is primarily oriented for those who are currently receiving a large quantity of junk email on a daily basis. Please read the included Microsoft Help Topic closely as you may have to make ongoing adjustments to your junk filters.

- Step 1:** In your OWA page locate and left-click on the “Options” button (Fig.1)
- Step 2:** Use the right-hand scroll bar and scroll down until you get to the Privacy and Junk E-mail Prevention heading (Fig.1)
- Step 3:** Place a check in the “Filter Junk E-mail” box (Fig.1)
- a) Click the “Manage Junk E-mail Lists...” button (Fig.1)
 - b) Place a check in the “Treat all E-mail as Junk...” box (Fig.2)
 - c) Make sure the “View or Modify List:” says “Safe Senders” (Fig.2)
 - d) Click the “Add” button
 - e) Type the following (without the quotes) in the dialog box “schreiner.edu” and click “OK”. This will make sure that email from any address at schreiner.edu will show up in your inbox.
 - f) Click “OK” when you are through adding trusted addresses to your Safe Senders List (remember that addresses in your contacts list will automatically be received so you don’t need to add those). (Fig.2)
- Step 4:** When you’re through adjusting your settings left-click “Save and Close” (Fig.1)
- ⇒ Any email not in your contact list or safe sender list will automatically be placed in your Junk E-mail folder where you can double-check to make sure there are no valid emails placed there.
 - ⇒ To delete all of the e-mails in your Junk E-mail folder just right click and select “Empty Junk E-mail” (*OWA 2003 only*)
 - ⇒ From this point forward you can manage your Junk E-mail list “on the fly” by right-clicking on any message and selecting either “Add Sender to Safe Senders List” (*OWA 2003 only*) or the opposite: “Add Sender to Blocked Senders List”

DO NOT CLICK ON ANY LINKS OR VISIT ANY SITES CONTAINED IN ANY UNSOLICITED MESSAGE

DO NOT UTILIZE THE SERVICES OF OR ENGAGE IN ANY BUSINESS WITH ANY COMPANY SENDING UNSOLICITATED E-MAIL

NEVER REPLY TO ANY UNSOLICITED MESSAGE

NEVER UNSUBSCRIBE FROM A LIST YOU DIDN’T SIGN UP FOR

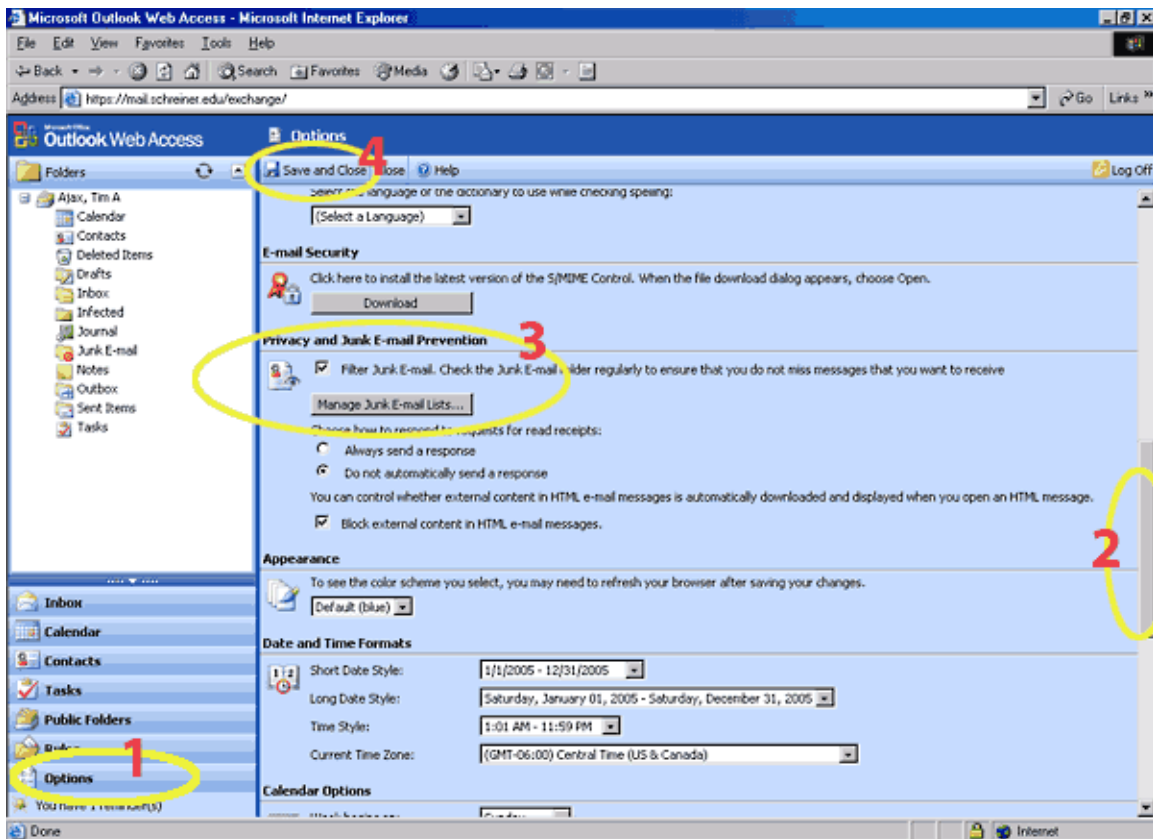


Fig.1

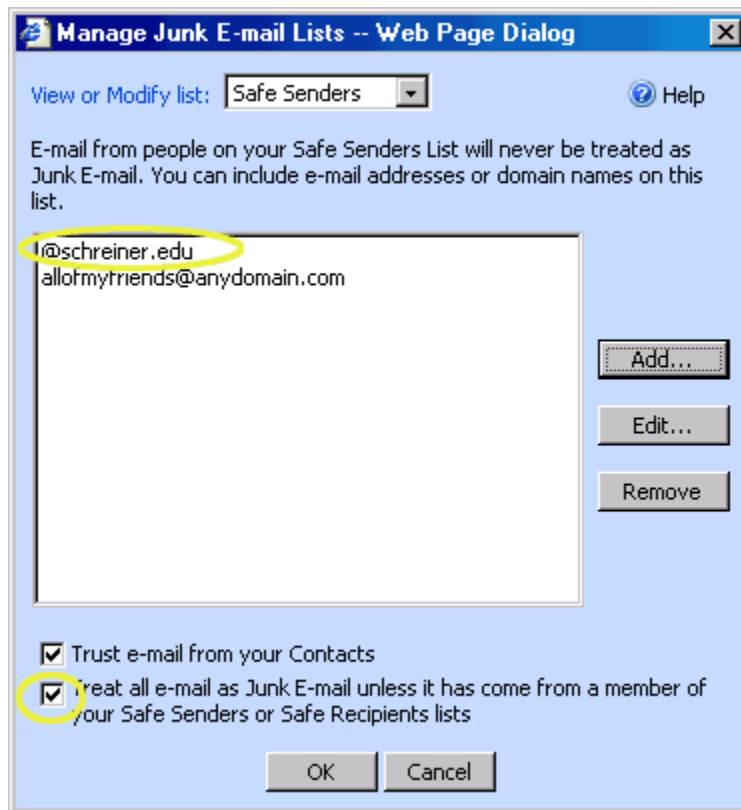


Fig. 2

From Microsoft's OWA Help File

Manage junk e-mail

Junk e-mail can strain networks, clog e-mail servers, and fill mailboxes with inane and often highly offensive messages and images. Microsoft Office Outlook Web Access helps you control unwanted and unsolicited messages by allowing you to do the following:

- Create lists of trusted and untrusted e-mail addresses and domains.
- Block links to external content that can make you the target of junk e-mail.

Manage junk e-mail lists

Use the procedures in this section to specify e-mail addresses and domains you want—or don't want—to receive messages from.

Notes When checking incoming messages, your junk e-mail filter gives precedence to e-mail addresses over domains. For example, suppose the example.com domain is on your Blocked Senders List and the address someone@example.com is on your Safe Senders List. The address someone@example.com will be allowed into your Inbox, but all other e-mail addresses with the domain example.com will be sent to your Junk E-mail folder.

When entering domains, you don't need to include the "at" (@) sign. Outlook Web Access automatically adds it.

Modify your Safe Senders List

Safe senders are people and domains you want to receive e-mail messages from.

1. In the **Navigation Pane**, click **Options**.
2. Under **Privacy and Junk E-mail Prevention**, select the **Filter Junk E-mail** check box.
3. Click **Manage Junk E-mail Lists**. The Safe Senders List is displayed by default.
4. To add a sender to the list, click **Add**, type an e-mail address or domain in the text box, and then click **OK**.
5. To modify a sender in the list, select the sender, and then click **Edit**. Change the entry, and then click **OK**.
6. To include your contacts as safe senders, select the **Trust e-mail from your Contacts** check box.
7. Click **OK** to close the **Manage Junk E-mail Lists** dialog box, and then click **Save and Close**.

Modify your Safe Recipients List

Safe recipients are distribution lists that you are a member of and want to receive e-mail messages for. You can also add individual e-mail addresses to your Safe Recipients List. For example, you might want to allow messages that are not only sent to you but also to a particular person.

1. In the **Navigation Pane**, click **Options**.
2. Under **Privacy and Junk E-mail Prevention**, select the **Filter Junk E-mail** check box.
3. Click **Manage Junk E-mail Lists**.
4. In the drop-down menu, select **Safe Recipients**.
5. To add a recipient to the list, click **Add**, type an e-mail address or domain in the text box, and then click **OK**.
6. To modify a recipient in the list, select the recipient, and then click **Edit**. Change the entry, and then click **OK**.
7. Click **OK** to close the **Manage Junk E-mail Lists** dialog box, and then click **Save and Close**.

Allow e-mail messages only from your safe lists into your Inbox

In addition to using the safe and blocked lists to manage incoming messages, you can further limit the messages that get delivered to your Inbox. Outlook Web Access provides a setting that allows messages only from addresses or domains in your Safe Senders or Safe Recipients lists into your Inbox. All other messages are delivered directly to your Junk E-mail folder.

1. In the **Navigation Pane**, click **Options**.
2. Under **Privacy and Junk E-mail Prevention**, select the **Filter Junk E-mail** check box.
3. Click **Manage Junk E-mail Lists**.
4. Select the **Treat all e-mail as Junk E-mail unless it has come from a member of your Safe Senders or Safe Recipients lists** check box. This setting has the same effect as the **Safe Lists Only** junk e-mail protection level in Microsoft Office Outlook 2003.

Note This is a fairly restrictive junk e-mail setting. Check your Junk E-mail folder occasionally for messages you don't want to treat as junk e-mail.

5. To close the **Manage Junk E-mail Lists** dialog box, click **OK**, and then click **Save and Close**.

Modify your Blocked Senders List

Blocked senders are people and domains you don't want to receive e-mail messages from. Messages received from any e-mail address or domain on your Blocked Senders List are sent directly to your Junk E-mail folder.

1. In the **Navigation Pane**, click **Options**.
2. Under **Privacy and Junk E-mail Prevention**, select the **Filter Junk E-mail** check box.
3. Click **Manage Junk E-mail Lists**.
4. In the drop-down menu, select **Blocked Senders**.
5. To add a sender to the list, click **Add**, type an e-mail address or domain in the text box, and then click **OK**.
6. To modify a sender in the list, select the recipient, and then click **Edit**. Change the entry, and then click **OK**.
7. Click **OK** to close the **Manage Junk E-mail Lists** dialog box, and then click **Save and Close**.

Tip You can also add a sender to your Blocked Senders List from any message you receive from the sender. Right-click the message in your Inbox or the sender's name in an open message, and

then select **Add Sender to Blocked Senders List**. When you do this, Outlook Web Access also moves the message to your Junk E-mail folder.

Block links to external content in HTML e-mail messages

With Outlook Web Access, you can block a mechanism called a Web beacon that can make you the target of unsolicited e-mail messages. For more information about Web beacons, see **Help protect your privacy**. (check the help file for this topic)

1. In the **Navigation Pane**, click **Options**.
2. Under **Privacy and Junk E-mail Prevention**, select the **Block external content in HTML e-mail messages** check box.

Notes Setting this option also removes Web beacons from your replies and forwarded messages.

Your server administrator may set this option to be always selected.

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