

Managing Spam (Staff)

What is it?

We are using GFI software's MailEssentials to manage the SPAM coming through RRU's email system. If you are really curious, you can go to <http://www.gfi.com/mes> for more details.

How does it work?

MailEssentials has many plug-ins that can be enabled to scan email messages to determine if they are SPAM or not. Royal Roads will be using a combination of the following plug-ins:

- **Bayesian filtering** –
For more information on Bayesian Filtering read the article on About.com which can be found at: http://email.about.com/cs/bayesianfilters/a/bayesian_filter.htm
- **Keywords** - We can tag email that contains certain keywords commonly found in SPAM. For example, **100% free** or **need extra cash?**
- **Whitelist** - A whitelist is a list of email addresses and email domains that our filter will never tag as SPAM. MailEssentials creates its own whitelist by watching the university's outgoing email. For each message you send out to the internet from a university computer, the recipient's address will be added to the whitelist so that their reply is not marked as SPAM.
- **Blacklist** - A blacklist is the opposite of a whitelist. If an email address appears on the blacklist, then the email will be marked as SPAM.

How to set up rules to move or delete SPAM

(These instructions assume you are using Outlook - you may need to interpret them differently to suit your mail client)

If you would like to separate the email that gets marked as spam from the email that don't, you can set up a rule to automatically move these messages to another folder. To set this up, follow the instructions below:

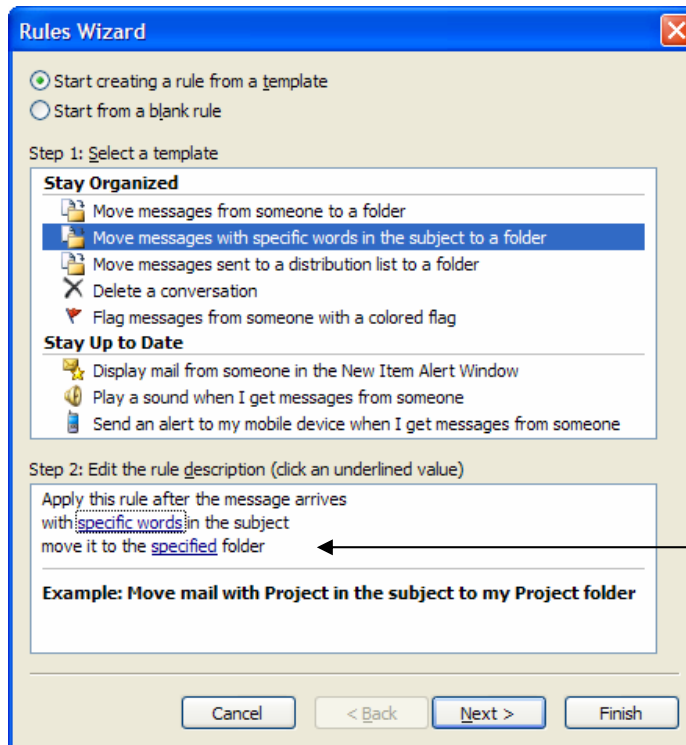
Create a new folder to move your SPAM mail into

1. Click on the **File** menu, then select **New** and click on **Folder...**
2. Name your folder something appropriate, like **SPAM**

Create a rule to move any mail tagged with SPAM on the subject line into the SPAM folder you just created

1. Click on the **Tools** menu, and select **Rules and Alerts**.
2. Click **New Rule** to add a new rule.

3. Make sure that **Start creating a rule from a template** is selected.
4. In Step 1 - Highlight **Move messages with specific words in the subject to a folder**.
5. In Step 2 – Click on **specific words**, enter **[SPAM]** and then click **Add**. Click **Ok**.
6. Click on **specified**, select the **SPAM** folder and then click **Ok**. Then click **Finish**.



Click on **specific words** and **specified** to enter values.

Send commands to the SPAM server to classify or declassify an item as SPAM

The SPAM filtering software is not 100% accurate. There may be occasions where messages are not tagged as SPAM, when they really are SPAM. There may also be cases where legitimate emails are tagged as SPAM. Below are instructions on how to deal with both situations.

If you have received a SPAM message in your inbox that was not marked as SPAM.

- You can add this message to the SPAM database by forwarding the message to **thisisspam@royalroads.ca**. Future messages with similar content should now be properly marked as SPAM.

If you have received a message that was incorrectly identified as SPAM

- If the message was sent to you from an individual, you can update the SPAM database by forwarding the message to **thisisnotspam@royalroads.ca**.
- If the message was sent to you as a member of a mailing list or newsletter, you can forward the message to **thisnewsletterisnotspam@royalroads.ca** and it will be entered into the whitelist within 4 business days.