

How to Manage SPAM -- Web-based Outlook (faculty and staff)

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According to most industry studies, approximately 70% of all internet traffic is spam. Spam is a fact of life, but you can minimize the impact that it has on your daily activities by taking the following two actions. While doing so won't ever completely eliminate spam from your inbox, you will have much greater control over what appears.

Strategy One: White Lists

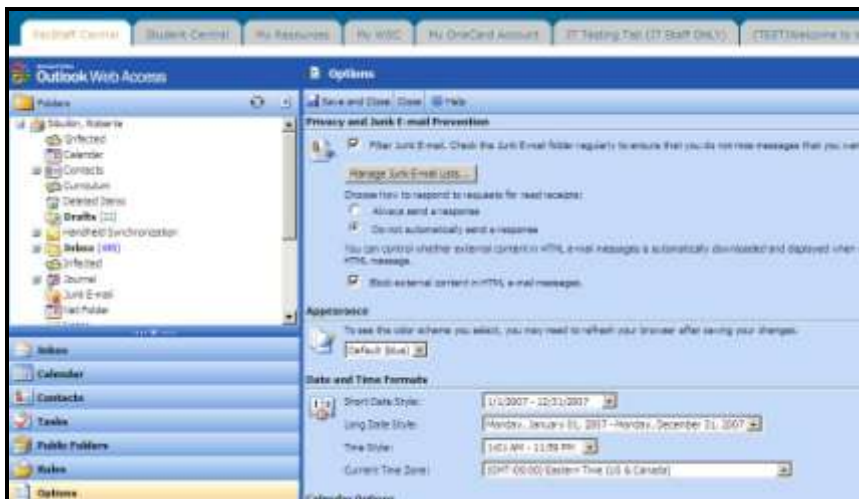
A white list is nothing more than a list of email addresses that are approved for delivery in your inbox. A blacklist, on the other hand, is a central listing of known spammers that prohibits messages sent from their addresses from appearing in your inbox. The problem with blacklists is that they never are current, as spammers always find new ways of delivering their email.

So, a white list only will deliver email to your inbox if you have approved the sender as being safe. By default, Outlook assumes that all WSC addresses are same; you can add additional email addresses with a simple right-click of your mouse. What happens is this: email addresses not approved by you are routed to your Junk email folder (as long as a rule to do so has been created); you periodically check your Junk email folder to see if there are any messages from senders that you want to approve; if there are, you right-click on the message to designate the sender as safe, which enables the sender's messages to appear in your inbox in the future.

It is important to check messages in the Junk E-mail folder prior to emptying it in order to have an opportunity to move messages you do not wish to be considered junk back to the Inbox.

Configuring Web-based Outlook (OWA) for White Lists

1. Launch Community System, Login, and select **Email**.
2. Click **Options**.



3. Under **Privacy and Junk E-mail Prevention**, select the **Filter Junk E-mail** check box.
4. Click the **Manage Junk E-mail Lists...** button



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5. In the Manage Junk E-mail lists dialog box, e-mail addresses and domains contained on the Safe Senders list appear by default. 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 and click **OK**.

E-mail addresses and/or domains also can be added or removed using this dialog box.

Blocked Senders also can be added or removed using the Manage Junk E-mail Lists dialog box.

Reminder: Right clicking on any message in the Inbox, Junk E-mail, or other e-mail folder allows messages sent from the selected domain or address to be added either to the Safe Senders or Blocked Senders e-mail list.

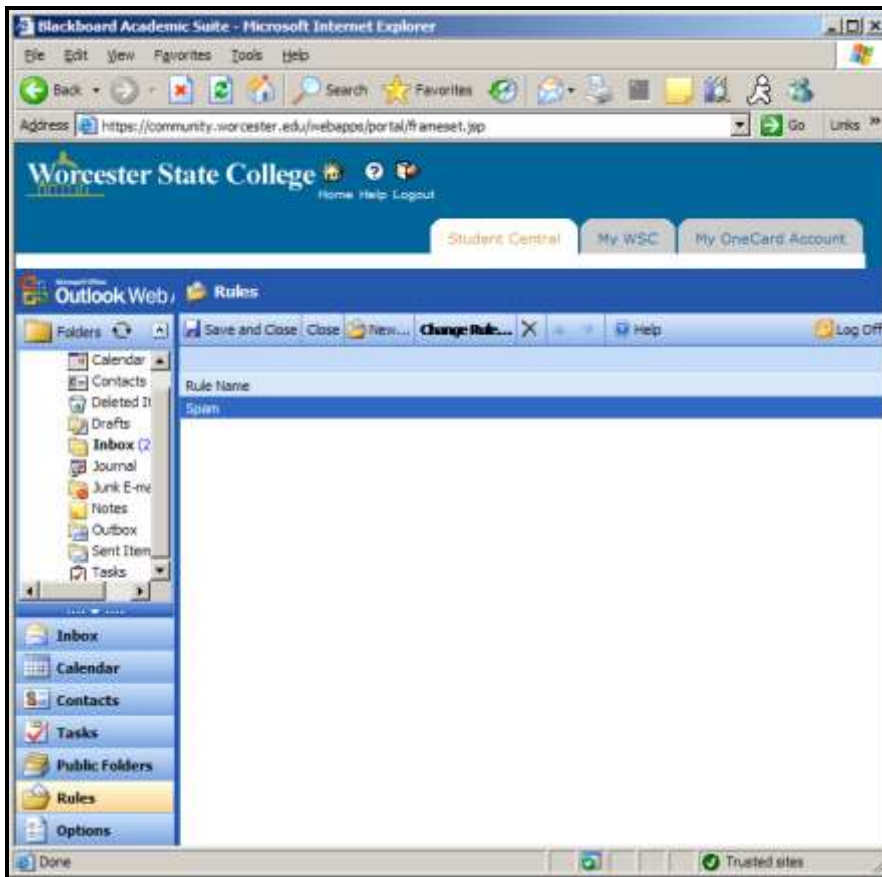
Strategy Two: Setting up an Email Rule in OWA

Worcester State College scans all incoming email and identifies potential spam messages with the following prefix: [spam][spam]. If a message is not already designated in an Outlook Web Access junk e-mail list, the message will be “flagged” with a [spam] [spam] in the Subject line of the message.

An Outlook rule can be created to move messages flagged by WSC as [spam][spam] to a user’s Junk E-mail (or other) folder.

Configuring Web-based Outlook (OWA) to Move SPAM to the Junk E-mail Folder

1. **Launch Community System, Login,** and select **Email.**
2. In email (Outlook Web Access “OWA”), click the **Rules** menu item and select the **New** option:



Configuring Web-based Outlook (OWA) to Move SPAM to the Junk E-mail Folder

3. Set the Criteria for your rule, when done select **Save and Close**. Then, **Save and Close** the Rules screen. The rule will impact all future (new) email that is received.

You may wish to include [Spam]

Rule Name (optional)

When a message arrives

Where the

From field contains

Subject contains

Importance is

Sent to

People or Distribution List

Or is Sent only to me

Then

Move it to the [Junk E-mail](#) folder

Copy it to the [specified](#) folder

Delete it

Forward it to

Keep a copy in my Inbox

Reminder! Periodically **EMPTY the Junk E-Mail or Deleted Items** folder (right click on **Junk E-Mail** and select **Empty**) as this uses your allocated total space. **Of course, check to see who sent the messages prior to deletion.**

