

Managing Spam

Version 1.0.0

This guide includes instructions for managing spam including adjusting spam options, and whitelisting and blacklisting email senders for mailboxes on the OSITMAIL server.

Description

Users with a mailbox not rejecting spam email properly or rejecting email from known-good senders can follow these instructions to remedy a problem.

All settings for handling spam email are accessible through the WebMail utility available by logging into WebMail (<http://webmail.yourdomainname.com/> from a computer, tablet or smartphone browser using the full email address as username and your actual domain name). If your domain name does not work, you may also log in using your credentials at <http://webmail.outsourceit.com>.

Spam Rules

To verify spam rule settings, once logged into WebMail, navigate to: **Options, Advanced, Spam Rules**. Verify that the **Enable Mailbox Spam Filtering** checkbox is checked to enable spam filtering. Indicate the action you would like performed for the three risk levels of spam. It is typical to set the first two levels (Low Risk and Moderate Risk) to **Move message to Junk Mail**, and the third level (High Risk) to **Delete the message**. Make certain to press the **Save** button to save any changes. Messages sent to your Junk Mail folder will remain there for your review. Remember to occasionally groom these messages so that they do not accumulate and cause your mailbox to fill up and not accept additional emails.

Whitelisting

Whitelisting allows you to identify known-good senders that may have email blocked for a variety of reasons by the Outsource IT mail server, so that those emails are delivered properly to you. The Outsource IT mail server can block a sender or email for a number of reasons (e.g., sending email server has sent spam email recently, message contains virus). Regardless of this setting, emails that contain banned phrases in the Subject or Body of emails will continue to be banned. For a list of these terms, please contact Outsource IT as it changes frequently.

In WebMail, navigate to **Options, Mail, and Whitelist**. Press the **Add Sender/Domain** button and enter an email address or domain (friendlydomain.com) and press **Ok**. Domains can be added to allow messages from anyone at that domain to send email to you. You may delete or edit entries if you wish to make a change. When finished, make certain to press the **Save** button to save any changes.

An additional—and easy—way to whitelist an individual sender is to right-mouse-click on a message in your WebMail Inbox and selecting **Add to Whitelist** from the menu that appears.

Blacklisting

In WebMail, navigate to **Options, Mail, and Blacklist**. Press the **Add Sender/Domain** button and enter an email address or domain (unfriendlydomain.com) and press **Ok**. Domains can be added to reject

messages from anyone at that domain. You may delete or edit entries if you wish to make a change. When finished, make certain to press the **Save** button to save any changes.

An additional—and easy—way to blacklist an individual sender is to right-mouse-click on a message in your WebMail Inbox and selecting **Add to Blacklist** from the menu that appears.

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