

Dealing with Junk Email Using Web Access (Exchange 2003)

If you are reading this, you likely know that junk email has become increasingly prevalent and intrusive. The Office of Technology Systems and Services would like to make users aware of some helpful tools available which may be used to battle junk email. The two main tools that will be discussed are *Filtering Rules* and *Blocked Senders*, which can be defined and modified by logging into MICA's email web interface at <http://mail.mica.edu>. Use these instructions if you find yourself frequently checking your MICA email on the web.

Define Filtering Rules

Please note that the web access filtering rules can only be created and/or modified on a PC using Internet Explorer version 5.0+. But, even if you normally use a Macintosh or other type of computer, you can still take advantage of these filtering rules. Simply find a PC and log into the email web access using Internet Explorer version 5.0+. Any rules you define through the web access interface will be enforced all the time, no matter where you normally check your email.



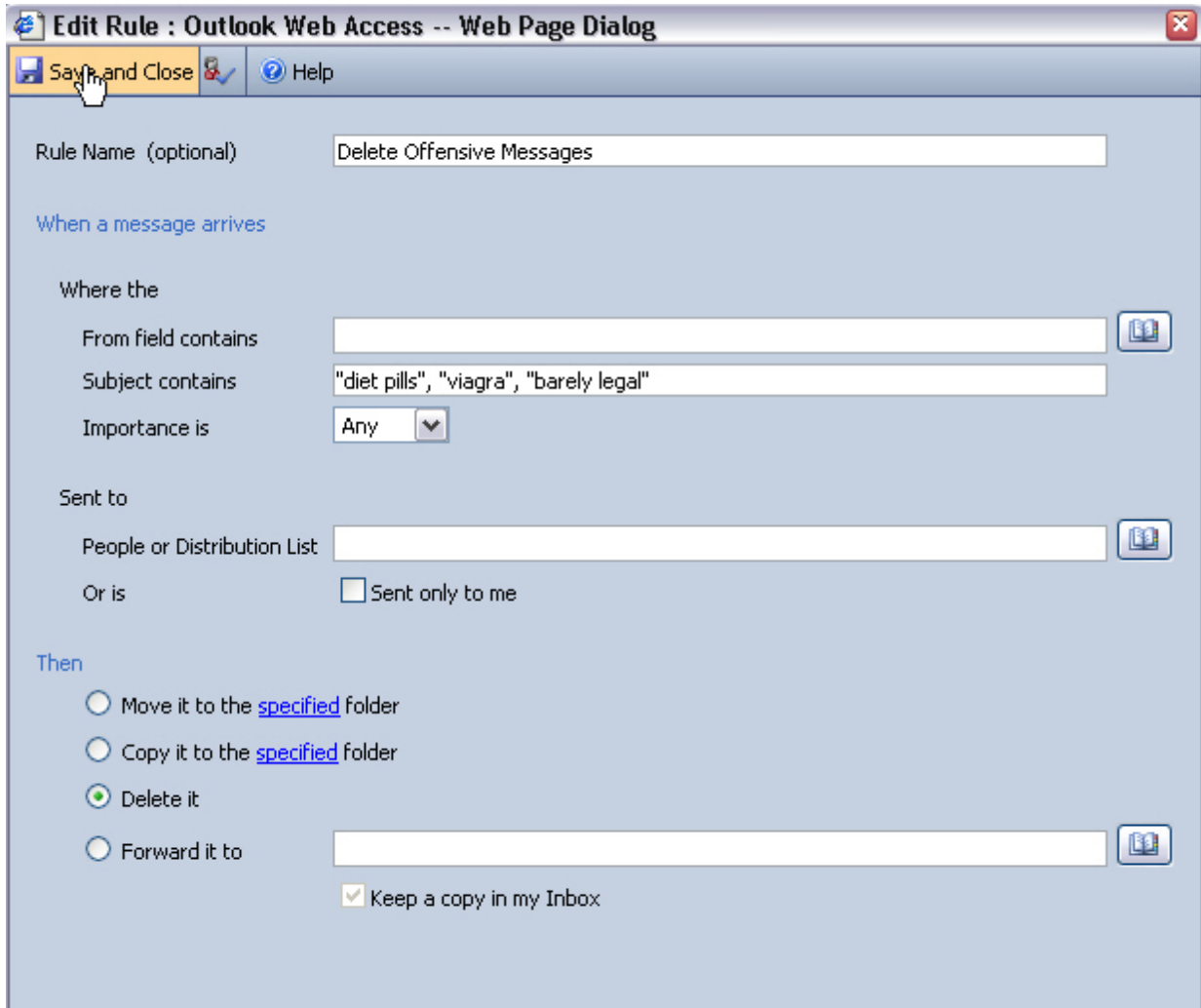
Once logged in, click on the *Rules* button near the bottom of the left-hand navigation. This will open the rules screen with a toolbar like the one shown below:



To create a new rule, click on the *New* button on the rules toolbar, as shown above. This will spawn a rule editing window (see screenshot below) where you may define a number of different types of rules. For example, you can:

- Use rules to filter incoming messages for organizational purposes and store them in different folders that you create (e.g. to collect all emails from your supervisor in a specific folder).
- Define a rule to forward all emails (or even just certain types of emails) to a different email address (e.g. you don't want to check multiple email addresses, so you forward all MICA email to your hotmail account). If you forward email to a different address, we recommend un-checking the *Keep a copy in my Inbox* option. This will prevent your MICA inbox from filling up.
- Instruct the email server to automatically delete certain emails based on criteria you provide (e.g. delete all messages that come from *Viagra.com* or contain the phrase *diet pills* in the subject). These messages will be deleted on the server and will reside in the web access' *Deleted Items* folder. Those messages will never even reach a client program like Outlook or Entourage. **Important:** If you use client software, like Outlook, we strongly recommend that you periodically log in to the web access and check the *Deleted Items* folder to make sure you have no "real" emails in there. Filtering is not perfect, and may occasionally catch messages from legitimate sources.

Below we have created a rule for automatically deleting offensive email messages by specifying certain words and/or phrases that are likely to be present only in junk emails. Each word or phrase is double-quoted and separated by a comma. Please note that any email containing the words or phrases in this list will be deleted, including mail from legitimate sources. For this reason, be sure to choose words or phrases that are not likely to be part of the subject of an email from a legitimate source. When you are finished, click the *Save and Close* button.



To modify an existing rule, double-click it in the rules list, or highlight it and click on the *Change Rule* button as shown below.



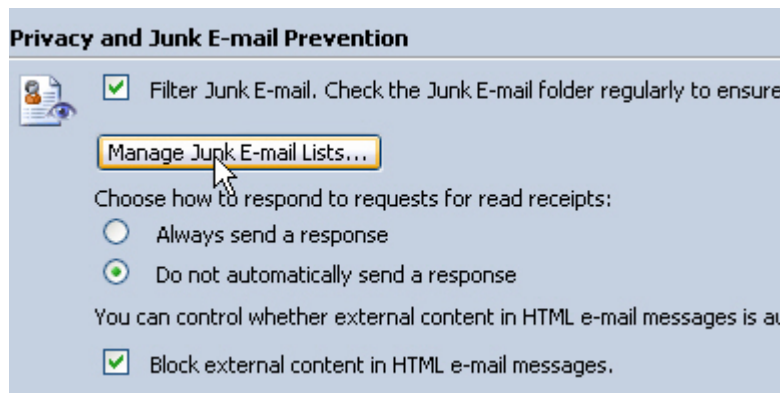
Blocking Addresses

In addition to filtering rules, you may also block emails from a specific email address or a specific domain. This is useful if you get junk emails from a fairly consistent source. The address-blocking feature is available in any version of the web access, so you do not necessarily need to be on a PC.

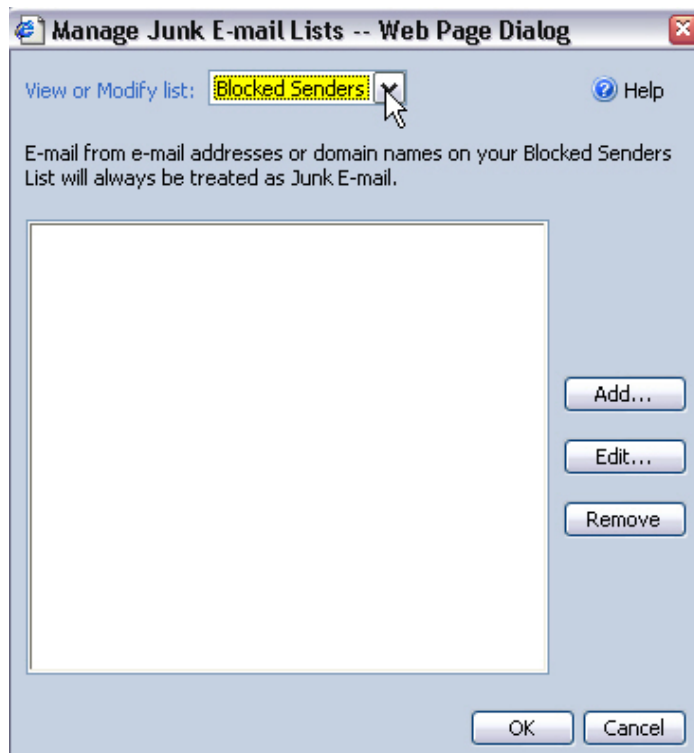


To begin, click on the *Options* button near the bottom of the left-hand navigation. This will bring up the Web access options screen (the same place you'd go to set an Out-of-Office reply).

Scroll down until you see the *Privacy and Junk E-mail Prevention* area. Check the box for *Filter Junk Email* and then click the *Manage Junk Email Lists* button.



This will open a window like the one shown below. Select *Blocked Senders* from the drop-down list and then click the *Add* button to add an address or a domain to block.



On the next screen, enter either a full email address, or just the domain you'd like to block. In general, it's best to block domains only if they are either obscure or solely associated with the junk email you're trying to avoid (e.g. *gd5.6dg.spam7843.com* or *freediet.com*). Blocking common domains like hotmail and yahoo is generally not a good idea for obvious reasons – many legitimate addresses exist on those domains. Blocking a domain means that any email, including legitimate email, from that domain will be deleted. In some cases, as in the example below, that may be exactly what you'd want. In some cases, it may not be. For best results, employ a healthy blend of common sense and old-fashioned trial and error.

