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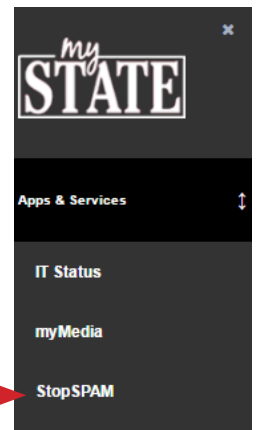
INFORMATION TECHNOLOGY SERVICES

Outlook Junk Mail/SPAM Best Practices

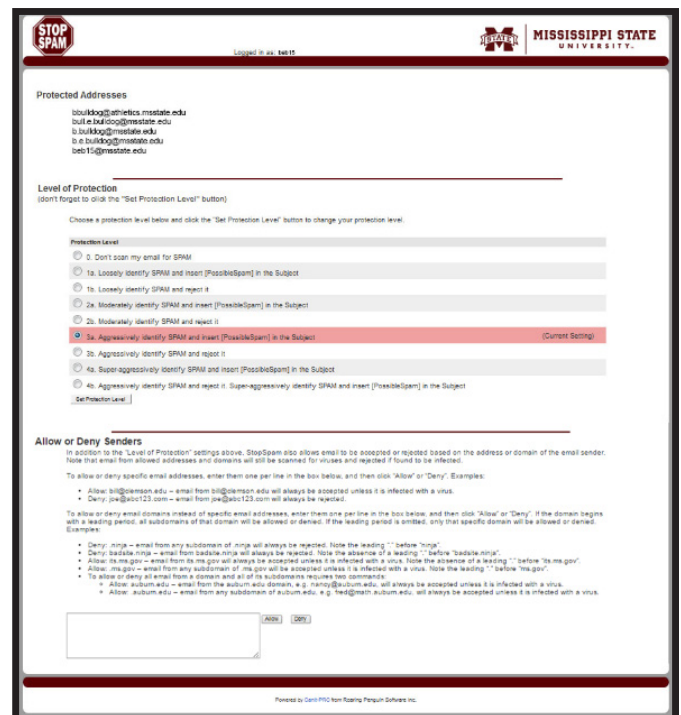
The Outlook client comes with its own junk mail handling feature. During initial testing, the Outlook client's default junk mail handling generated too many false positives, meaning it moved obviously legitimate email to the "Junk E-Mail" folder.

To protect users from the inadvertent loss of legitimate emails, junk mail handling is turned off on the Exchange server and grayed out in the Outlook client. The supported method for handling junk or "spam" email is the university's **StopSPAM** email protection service.

1. Enter the StopSPAM page by clicking the **StopSPAM** page in the sidebar menu.



2. You will enter the **StopSPAM Simple Interface**.





3. By default, your **Level of Protection** is set at **3a. Aggressively identify SPAM and insert [PossibleSpam] in the Subject**. You may choose another level by selecting the radio button next to the number and clicking the **Set Protection Level** button.

Level of Protection
(don't forget to click the "Set Protection Level" button)

Choose a protection level below and click the "Set Protection Level" button to change your protection level.

Protection Level

- 0. Don't scan my email for SPAM
- 1a. Loosely identify SPAM and insert [PossibleSpam] in the Subject
- 1b. Loosely identify SPAM and reject it
- 2a. Moderately identify SPAM and insert [PossibleSpam] in the Subject
- 2b. Moderately identify SPAM and reject it
- 3a. Aggressively identify SPAM and insert [PossibleSpam] in the Subject (Current Setting)
- 3b. Aggressively identify SPAM and reject it
- 4a. Super-aggressively identify SPAM and insert [PossibleSpam] in the Subject
- 4b. Super-aggressively identify SPAM and reject it. Super-aggressively identify SPAM and insert [PossibleSpam] in the Subject

4. In the StopSPAM Simple Interface, you can **Allow or Deny Senders**. For example, if you want to make sure all email from a person or company is allowed through the system, enter that person's email address and click **Allow**. Alternatively, if you want to deny a particular domain or email address from your account, enter that person's email address or a domain, and click the **Deny** button. You can always go back into the Simple Interface and remove any addresses or domains by clicking **<Remove>** next to the address.

Allow or Deny Senders

In addition to the "Level of Protection" settings above, StopSpam also allows email to be accepted or rejected based on the address or domain of the email sender. Note that email from allowed addresses and domains will still be scanned for viruses and rejected if found to be infected.

To allow or deny specific email addresses, enter them one per line in the box below, and then click "Allow" or "Deny". Examples:

- Allow: bill@clemsun.edu – email from bill@clemsun.edu will always be accepted unless it is infected with a virus.
- Deny: joe@abc123.com – email from joe@abc123.com will always be rejected.

To allow or deny email domains instead of specific email addresses, enter them one per line in the box below, and then click "Allow" or "Deny". If the domain begins with a leading period, all subdomains of that domain will be allowed or denied. If the leading period is omitted, only that specific domain will be allowed or denied. Examples:

- Deny: .ninja – email from any subdomain of .ninja will always be rejected. Note the leading "." before "ninja".
- Deny: badsite.ninja – email from badsite.ninja will always be rejected. Note the absence of a leading "." before "badsite.ninja".
- Allow: its.ms.gov – email from its.ms.gov will always be accepted unless it is infected with a virus. Note the absence of a leading "." before "its.ms.gov".
- Allow: .ms.gov – email from any subdomain of .ms.gov will be accepted unless it is infected with a virus. Note the leading "." before "ms.gov".
- To allow or deny all email from a domain and all of its subdomains requires two commands:
 - Allow: auburn.edu – email from the auburn.edu domain, e.g. nancy@auburn.edu, will always be accepted unless it is infected with a virus.
 - Allow: .auburn.edu – email from any subdomain of auburn.edu, e.g. fred@math.auburn.edu, will always be accepted unless it is infected with a virus.