

MANAGING SPAM IN YOUR MCSD EMAIL ACCOUNT - OVERVIEW

In our continuing efforts to improve your email services and limit the amount of spam you are subjected to, the Department of Technology Services (DOTS) is implementing a new spam management system.

This system will allow you to have more control over the inevitable spam in your MCSD email account. Unfortunately, no system is 100% effective. Legitimate email can be misidentified as spam and not sent to your inbox. With our previous anti-spam system, you would never know these messages had been sent and deleted. Spam can also be misidentified as legitimate mail. Our new system will give individual users the ability to customize the handling of spam. **NOTE: If you do not take any action, there will be no customization of spam management in your account. The choice is yours.**

Using a combination of several well-known anti-spam technologies, the new system will

- Keep most spam messages out of your Inbox by directing them to the spam folder and automatically deleting them after seven days
- Allow you to **move** messages from the spam folder to your inbox so they can be downloaded in Outlook
- Allow you to **unblock** a blocked sender by placing that email address on a personal trusted list
- Allow you to **block** a sender by placing that email address on a personal blocked list
- Allow you to **forward** two types of misidentified messages to the district's spam database: spam that was not blocked and good messages that were blocked because they were identified as spam – The system will analyze these submissions and re-examine the spam criteria; in effect, your forwarded messages will help to “train” the system.

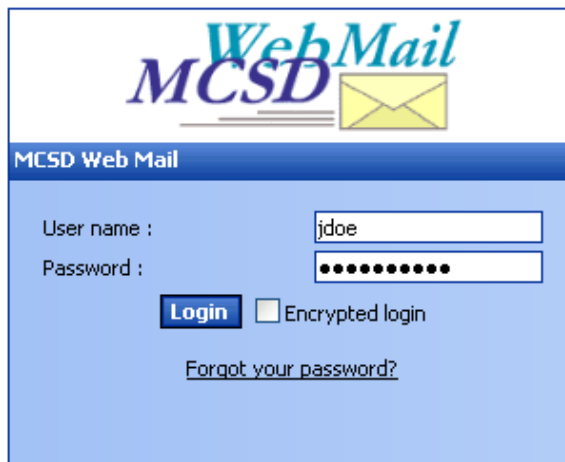
*NOTE: Our new spam management system operates independently from Outlook's spam management system. Changes made in one system will **not** affect the other system.*

CONFIGURING YOUR ACCOUNT SO THAT YOU CAN MANAGE YOUR SPAM

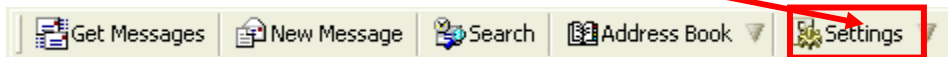
1. CHANGING YOUR VIEW OF MCSD WEBMAIL

These instructions are based on a specific view of MCSD Webmail, which could be different from your current layout. Although you can manage spam with any layout you prefer, we recommend that you follow the steps below to change the layout so that your screen will look like the screenshots in the instructions.

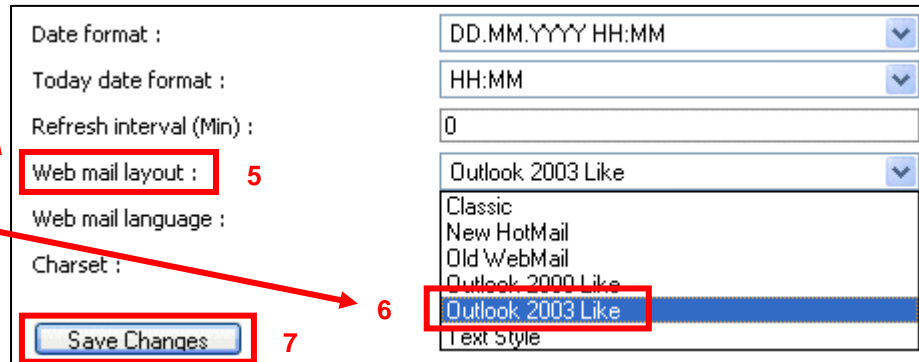
1. In Internet Explorer, go to MCSD Webmail. (The URL is <http://webmail.mcsga.net>.) To log in, type your user name, the part of your email address to the left of the @ sign. *Do not enter your complete email address.*
2. Type your password.
3. Click **Login** OR press **Enter**.



- On the toolbar, click **Settings**. (Your toolbar could look different from the illustration.)



- Scroll to the bottom of the screen to **Web mail layout**.
- In the drop-down box, select **Outlook 2003 Like**—*even if you don't have Outlook 2003.*
- Click **Save Changes**.

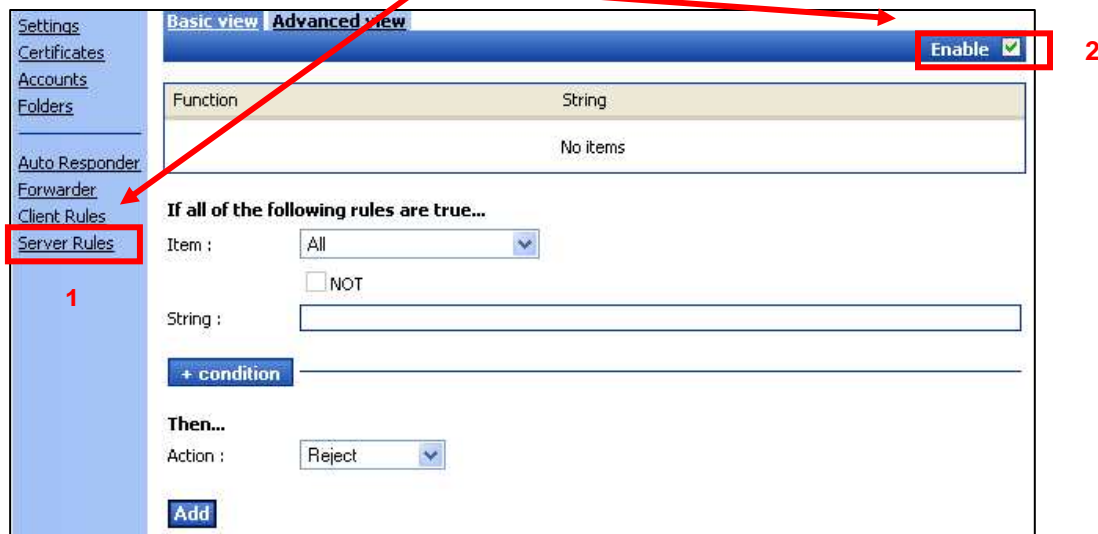


The view of your MCSD Webmail will now look like the screenshots in the instructions in the following handouts that outline the options to manage your spam. (Later, you might like to experiment with some of the other “skins.”)

2. ENABLING THE SERVER RULES

The next step is to enable the server rules to allow you to customize the default settings for spam management for your email account.

- In the left column of the window, click **Server Rules**.
- Make sure the **Enable** box (top right) has a check in it; if not, click in the box.



MANAGING YOUR SPAM

After you have completed the previous steps, your email account will be configured for you to use our new spam management system. When you have a specific need, you can use one of the following handouts. You can move a message from the spam folder, unblock a blocked sender, block a sender, or forward messages to the system to help train it. NOTE: These handouts do not appear in sequential order.

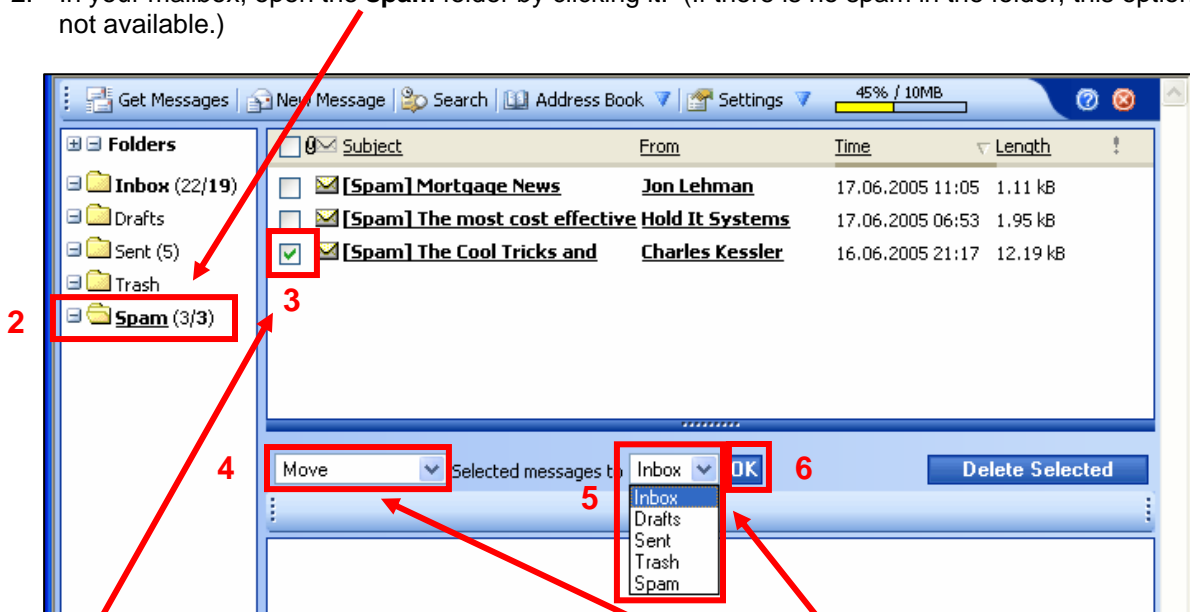
MANAGING SPAM: **MOVING** BLOCKED MESSAGES FROM THE SPAM FOLDER TO THE INBOX

WHEN YOU WOULD WANT TO DO THIS

If an expected email does not arrive in your mailbox and you believe that it was sent, you might want to check your MCSD Webmail mailbox to see if the message was incorrectly directed to your spam folder. If you find the message in your spam folder, you will need to move it to your inbox folder in MCSD Webmail if you want to download it to your computer in Outlook.

HOW YOU CAN DO THIS

1. Log in to MCSD Webmail and complete the changes in settings as outlined in the first handout on managing the spam in your email account. (If you have already done this, skip this step.)
2. In your mailbox, open the **spam** folder by clicking it. (If there is no spam in the folder, this option is not available.)



3. Check the box to the left of the message you want to retrieve from the spam folder.
4. In the first drop-down box (on the blue bar below the messages), choose **Move**.
5. In the second drop-down box (on the blue bar below the messages), choose **Inbox**.
6. Click **OK**.
7. (Optional Step: If you want to see the changes in your folders, refresh your mailbox view by pressing the **F5** key at the top of your keyboard OR click **Get Messages**.)

If you anticipate additional messages from this sender and would like to avoid having to retrieve them from the spam folder, you can “unblock” the sender so that future messages will go into your inbox and can be downloaded into Outlook.

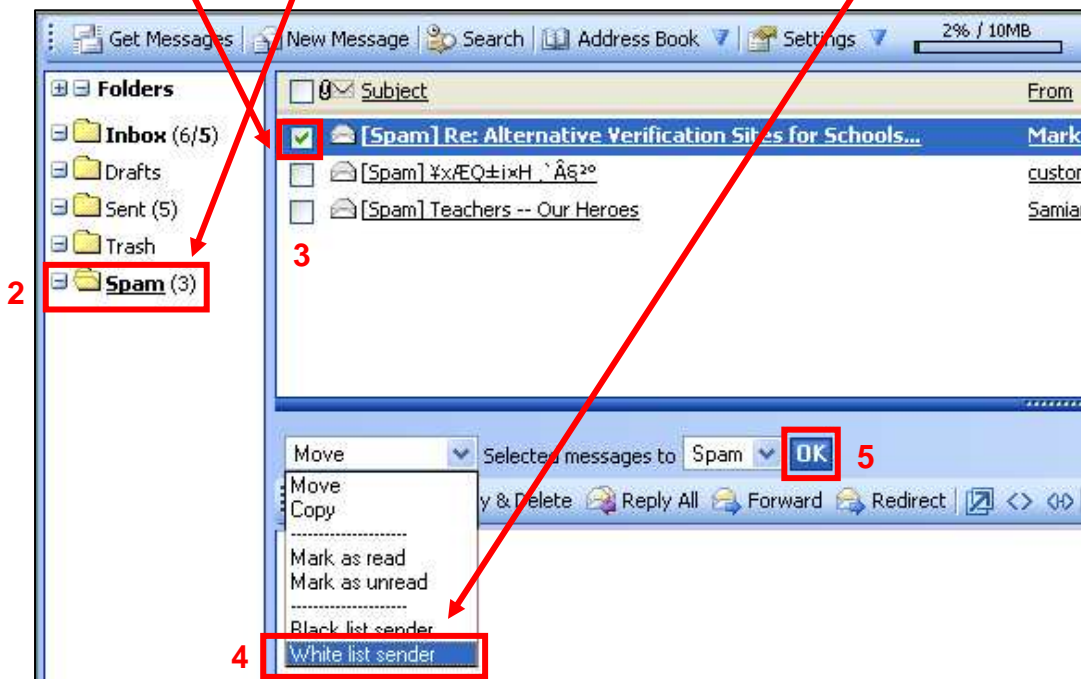
MANAGING SPAM: UNBLOCKING A BLOCKED SENDER

WHEN YOU WOULD WANT TO DO THIS

If you expect email on a regular basis from a source that is automatically blocked, you will want to avoid repeated visits to the spam folder to retrieve the messages. You can over-ride automatic blocking of a specific address by placing that email address on your list of “trusted” senders.

HOW TO DO THIS

1. Log in to MCSD Webmail and complete the changes in settings as outlined in the first handout on managing the spam in your email account. (If you have already done this, skip this step.)
2. In your Inbox, click the **Spam** folder to open it. (You cannot open an empty folder.)
3. Check the box to the left of the message that is incorrectly identified as spam.
4. In the drop-down box on the blue bar below the messages, select **White list sender**.
5. Click **OK**.



OR – You can unblock a sender directly from Outlook, without using MCSD Webmail.

Using Outlook to Unblock a Sender

1. Use Outlook on a computer that is configured for *your* MCSD email account.
2. In the **To** line, type **trust@mcsdga.net**.
3. In the **Subject** line, type the email address you would like to add to your list of trusted senders (example: **myfriend@domain.com**). The body of the message should be blank.
4. Click **Send**.

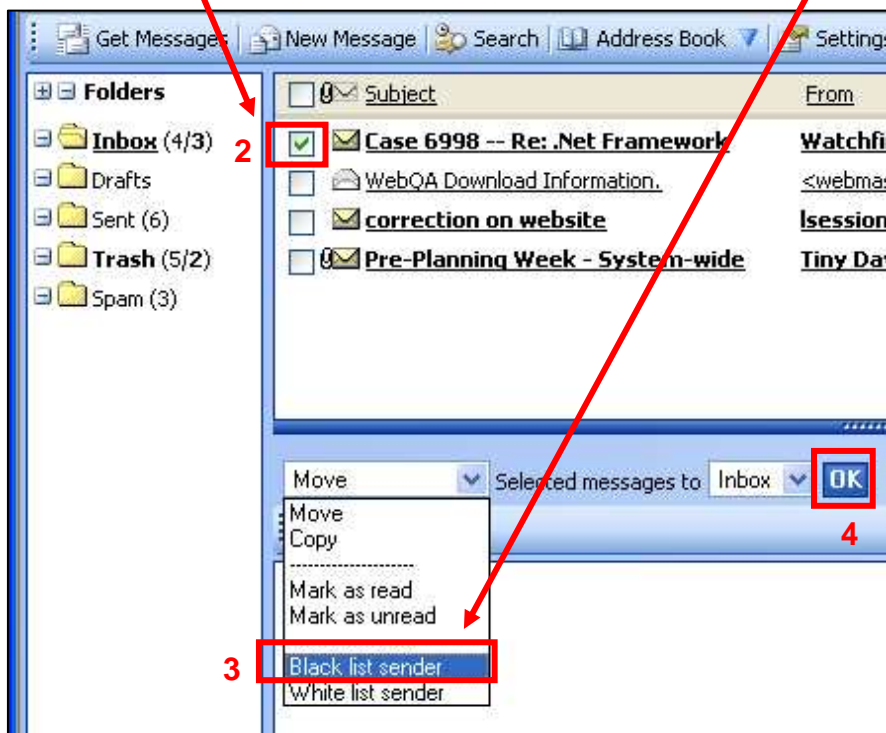
MANAGING SPAM: **BLOCKING** A SENDER

WHEN YOU WOULD WANT TO DO THIS

If you do not want to receive email from a particular source, you can add that email address to your “blocked” list. Messages from the specified sender will go into your spam folder and will be automatically deleted in seven days. They will not be downloaded into Outlook.

HOW TO DO THIS

1. Log in to MCSD Webmail and complete the changes in settings as outlined in the first handout on managing the spam in your email account. (If you have already done this, skip this step.)
2. In your Inbox, check the box to the left of the message from a sender you want to block.
3. In the drop-down box on the blue bar below your messages, select **Black list sender**.
4. Click **OK**.



OR – You can block a sender directly from Outlook, without using MCSD Webmail.

Using Outlook to Block a Sender

1. Use Outlook on a computer that is configured for *your* MCSD email account.
2. In the **To** line, type **block@mcsdga.net**.
3. In the **Subject** line, type the email address you would like to add to your list of blocked senders (example: **spammer@domain.com**). The body of the message should be blank.
4. Click **Send**.

MANAGING SPAM: **FORWARDING** MESSAGES TO INCREASE THE ACCURACY OF OUR ANTI-SPAM SYSTEM

WHEN YOU WOULD WANT TO DO THIS

If you are concerned about the increasing volume of spam in your MCSD mailbox, you may want to help “train” the new anti-spam system. The more spam it analyzes, the more accurate it will become at recognizing the differences between spam and legitimate email. Submissions from MCSD employees will increase the accuracy of our anti-spam system by helping to define the criteria for spam.

HOW TO DO THIS

You can help train the new anti-spam system by forwarding two types of email:

- You can forward a spam message that was NOT blocked to **spam@mcsdga.net**.
- You can forward a message that was INCORRECTLY blocked as spam to **genuine@mcsdga.net**.

Using **MCSD Webmail** to Forward a Message to Our Spam Database

1. In your inbox, select the targeted message by clicking it once. It will open.
2. On the *second* toolbar (usually in the middle of the screen), click the Forward button.
3. To send an example of spam that escaped detection, in the **To** line, type **spam@mcsdga.net**.
OR
4. To send an example of a message that was mistakenly identified as spam, in the **To** line, type **genuine@mcsdga.net**.
5. Click **Send Message**.

Using **Outlook** to Forward a Message to Our Spam Database

1. In your inbox, select the targeted message by clicking it once. (Clicking it twice will open it.)
2. On the toolbar, click the **Forward** button. (This button is on the toolbar when the message is opened or unopened.)
3. To send an example of spam that escaped detection, in the **To** line, type **spam@mcsdga.net**.
OR
4. To send an example of a message that was mistakenly identified as spam, in the **To** line, type **genuine@mcsdga.net**.
5. Click **Send**.

NOTE: *These forwarded messages will have no effect on your email account settings.*