

## Avoiding spam

Spam (or unsolicited commercial email) is illegal in most countries; however this doesn't stop unscrupulous operators from trying. It may seem pointless, but they operate on an economy of scale where a single sale from a million sent messages can still be profitable! Here are some tips for avoiding getting on the spammers lists:

1. **Do not post your real email address on the internet.** Whether it be in forums, newsgroups or on a website itself, spammers have software that trawls the net looking for email addresses, and there is a good chance they will find yours.
2. **Careful what you sign up for.** Signing up for any web site puts your personal details at risk. Make sure you know what protection it will have, and what you are signing up for. If in doubt, use a disposable email address (eg. Hotmail, yahoo or gmail). You can also setup an additional address on your domain specifically for web site registrations (you can delete it and set up a new one if it starts getting spammed!)
3. **Never open, respond to, or click any links in a spam email.** This sends a clear message to the spammers that your email address is active and therefore of high value. It is fine to unsubscribe from legitimate communications that you explicitly signed up for.

Even following these tips, you may eventually end up on some spam lists. If that happens, all you can do is filter the spam.

## Spam filtering

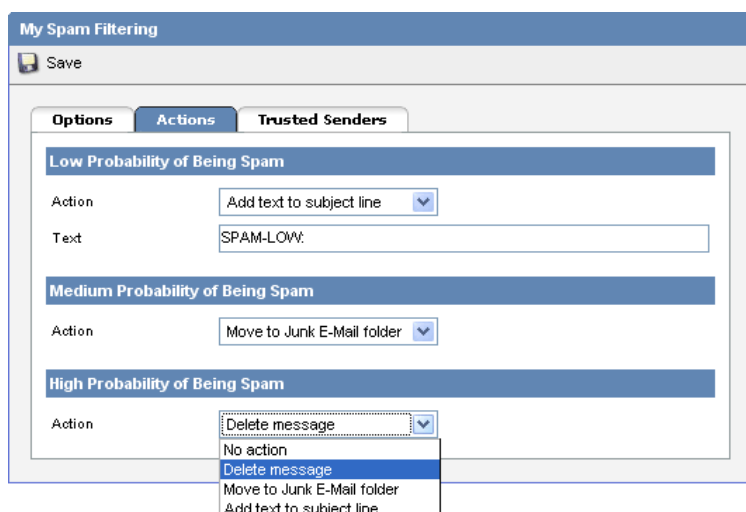
Lateral Systems checks all incoming mail for spam using an industry standard spam filter. This filter analyzes many things about each message to decide if it is spam, including the servers it originated from and the content of the message itself.

It then classifies spam in three categories based on the probability that the message is spam – LOW, MEDIUM and HIGH.

- LOW**            The text "SPAM-LOW:" is added to the start of the subject. You can use this to filter the message in your email application.
- MEDIUM**        The text "SPAM-MED:" is added to the start of the subject. You can use this to filter the message in your email application.
- HIGH**            The message is automatically deleted.

These settings are quite conservative - you can change these default settings depending on your needs.

1. Log into webmail using your email address and password at <http://mail.lateralsystems.com.au>
2. Select **My Spam Filtering** from the **Settings** menu
3. Select **Override spam settings for this account**
4. Select the actions tab and choose the desired action for each level (see below).
5. Click the **Save** button



### No action

The message is not altered

### Delete message

The message is deleted on the server and never seen

### Move to Junk E-mail folder

The message is moved to the Junk E-mail folder on the server. You can login to webmail and check these messages at <http://mail.lateralsystems.com.au>. The advantage of this is that messages are not downloaded into your email application (especially useful for those with handheld devices that do not support filtering)

### Add text to subject line

The text you specify will be added to the subject line. This can then be used to visually identify or filter the message in your email application. (see section on "Filtering in email applications")

## Filtering in email applications

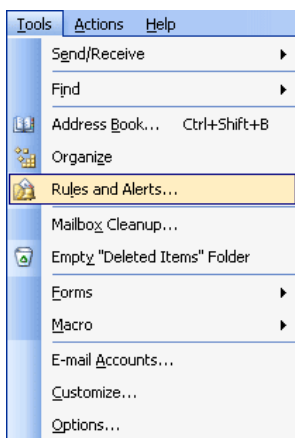
By default, messages with a low or medium probability of being spam are still delivered to your email application, although text is added to the subject. This is because there is a chance that some messages of this level may be legitimate email that has been falsely identified as spam, and still should be reviewed by you.

However it is still convenient to filter them to a folder in your email application so that you can occasionally check through them rather than your inbox being bombarded constantly.

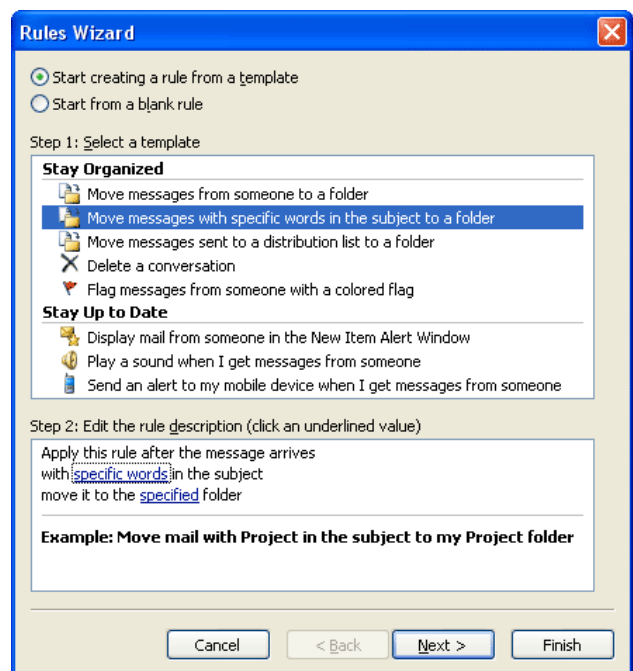
To do this, simply configure a rule that looks for the words SPAM-LOW: SPAM-MED: or SPAM-HIGH: in the subject. Specific instructions for doing this in Microsoft outlook 2003 appear below.

## Filtering in Microsoft Outlook 2003

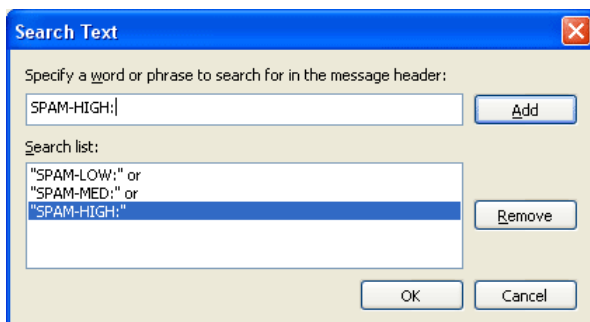
1. Select **Rules and Alerts** from the **Tools** menu, then click the **New Rule** button.



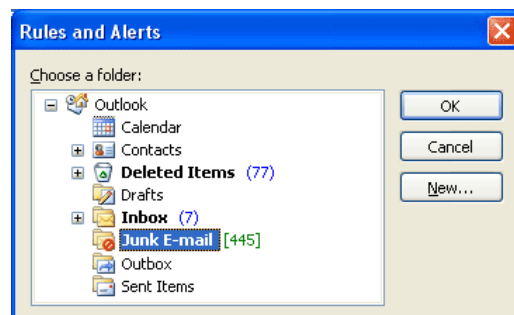
2. Select **Move messages with specific words in the subject to a folder**



3. Click on **specific words** in the Step 2 box, and **Add** SPAM-LOW: SPAM-MED: SPAM-HIGH: Then click **OK**



4. Click on **specified folder** in the Step 2 box and select the **Junk E-mail** folder Then click **OK**



5. Click **Next**, then **Next**, then **Next**, then **Finish**