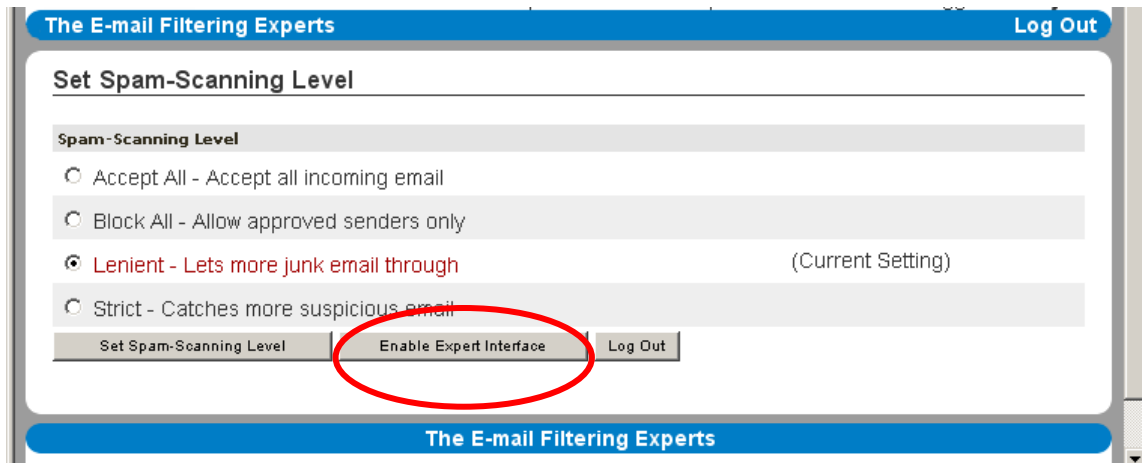


SPAM settings are located at <https://spamav.utica.edu/>

Every SPAM filter works on a set of rules. When a message meets certain criteria the system will mark a message as SPAM. Sometimes legitimate email messages meet these criteria and are may be marked as SPAM. When this happens the SPAM message can be moved into the Inbox.

The spam filter has two different interfaces the Simple and Expert

Simple Interface

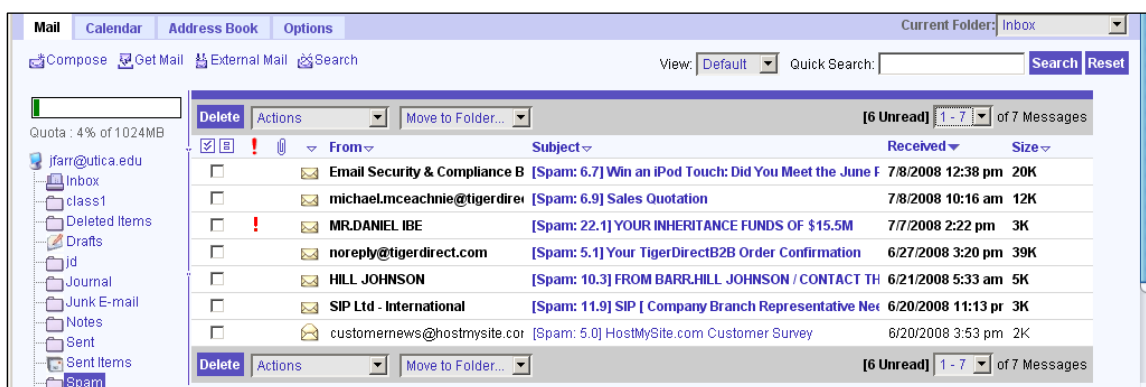


Getting Started

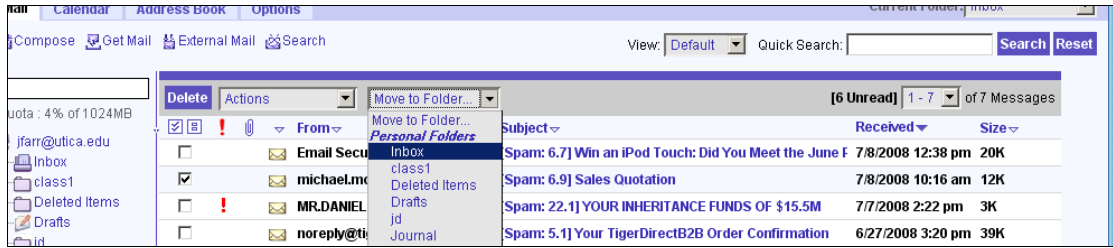
The simple interface works as just as it sounds. Each user has the ability to select the level of SPAM scanning for their individual email address. This example is showing Lenient as the current setting.

Where does my SPAM go?

Your SPAM is stored in a webmail folder called Spam. (if you use IMAP as your mail type the Spam folder will also appear in your normal email client, i.e outlook express)



SPAM will be stored here for 14 days. After the 14th day it will be automatically deleted.

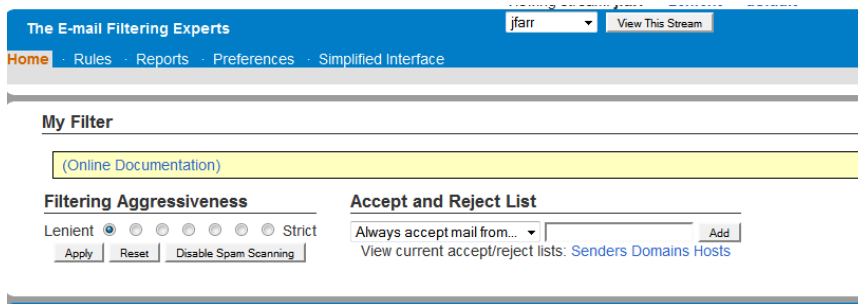


On occasion legitimate email will be marked as SPAM. If you find a message you want to keep click the box to the left of the message > select Move to Folder and choose the Inbox. This will move the file out of the SPAM folder into the Inbox. Pay close attention to the date and time. It will show up In your inbox dated on the day it was originally sent, not the date it was released.

Create exceptions for known good address (formerly known as White list)

Some email from colleagues and vendors may continually be marked as SPAM. This happens due to the format of their message. If messages from a specific sender, like helpdesk@utica.edu continually end up in your SPAM filter, make an exception for that email address. To do this log into the SPAM website <https://spamav.utica.edu/>

After you login select Enable Expert Interface.



From this new menu select Home. Here you can place email addresses in the always accept and reject list. Type in the senders email address helpdesk@utica.edu and click add rule

At this screen click the add button and you are all set.

Now all future email sent from helpdesk@utica.edu will arrive in your inbox, even if it is SPAM.

When you are done Log out of the SPAM filter.