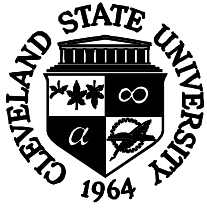


# Cleveland State University



*Information Services and Technology*

Campus Webmail



## **Campus Webmail / Campus DeskMail**

CSU's Anti-Spam System and  
Email Management

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## Anti-Spam Filter

More than 4 out of every 5 emails the University receives is spam. This is about average for the industry. Once you're on a spammer's email list, it's almost impossible to be removed. If you want to continue to use your current email address, you need to use antispam tools to minimize the unwanted email you receive.

There are several ways spammer can get your email ID. For example, they harvest it off Web pages, they can get it from the name and address book of compromised machines, they can purchase it from legitimate enterprises, etc. The trick to avoid spam is to be stingy with your email address and keep it off public Web pages.

### **Change your settings:**

1. Access the CSU AntiSpam site <https://antispam.csuohio.edu>
2. Log in using your CSU ID and CampusPass
3. See what has been clocked
  - a. Click on Junk Box
  - b. Review the emails
  - c. Note the total number of emails in your list is indicated just above the list on the right side
4. Unjunk email (and unblock a sender)
  - a. Click on the check box of the email you want to unjunk
  - b. Click on 'Unjunk' [it may take up to an hour for the email to show up in your in-basket]  
Note: unjunking email will put the sender on you 'Allowed' list. From this point on, email from this sender will never be blocked.
5. Add someone to your blocked list
  - a. Click on Anti-Spam Anti-Phishing
  - b. Click on People
  - c. Click on the Blocked tab
  - d. Click on Add
  - e. Enter of copy and paste the peoples' email addresses separated by a carriage return.
  - f. Click on add
6. Eliminate the daily notices
  - a. Click on Settings
  - b. Click on Junkbox Summary
  - c. De-select "Adhere to Group Defaults"
  - d. Change frequency of summaries to 'never'
7. Delete messages from AntiSpam Junk Box
  - a. Click on Junkbox
  - b. Check the email you want to delete
  - c. Click on delete
8. Opt out of AntiSpam completely – please note that this option does NOT stop the virus scanning but will simply let all recognized spam through
  - a. Click on Settings
  - b. Click on Spam Management
  - c. De-select "Adhere to Group Defaults"
  - d. Select "Spam filtering off" in the Spam category
  - e. Select "Spam filtering off" in the Likely Spam category

## **Improving Your Spam Management**

*By F. L. Ferreri*

While I like to think we have some control of the spam in our lives with our antispam product, it's not 100% control because the spammers are a pretty sneaky bunch. They never send the same spam message from the same email ID. So you could say to block every spam email ID that comes through and still not put a dent in the amount we get. While the University's antispam software does a decent job of preventing spam, it's not foolproof. Periodically, spam changes just enough to prevent it from being detected and it gets through. It's a constant battle between the spammers and the antispammers. The antispammers are willing the war but a few battles are won by the spammers, too. Here are two things YOU can do ...

### **Notify us of spam we should quarantine**

The university's antispam software vendor would like copies of the spam that sneaks through its defenses. If you forward representative samples of the spam email you received to 'missed-spam@antispam2.csuohio.edu' or 'spam@csuohio.edu' they will be automatically sent to the antispam company's labs for dissection and analysis. The information gleaned from that process will be used to upgrade their software.

### **Eliminating foreign email**

Help yourself... it's relatively easy to remove foreign email (assuming foreign email is spam). Here's how;

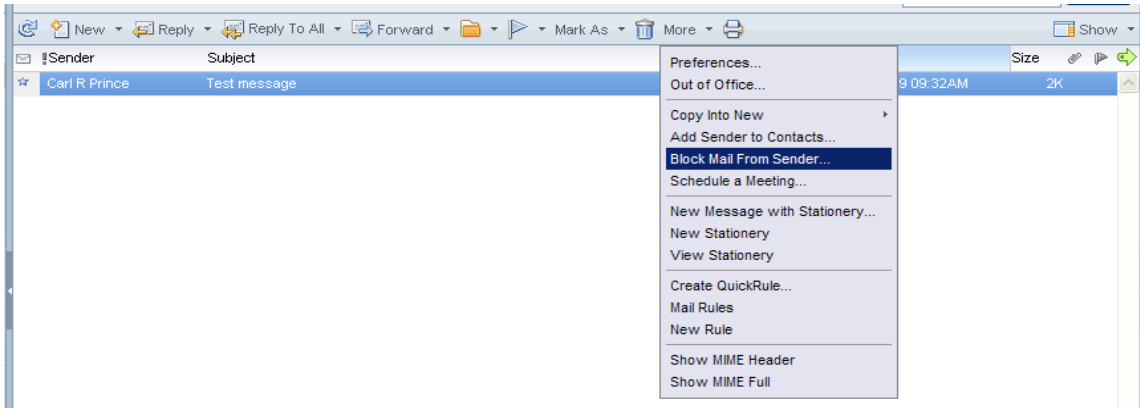
1. Log onto your account on <https://antispam.csuohio.edu>
2. Select 'Anti-Spam Anti-Phishing'
3. Select 'Foreign Languages'
4. Click off the 'Adhere to Corporate defaults' check box
5. Click the 'Block All' radio dial buttons for the languages you don't want to receive
6. Click the 'Apply Changes' button at the bottom of the screen.

# Campus Webmail / DeskMail

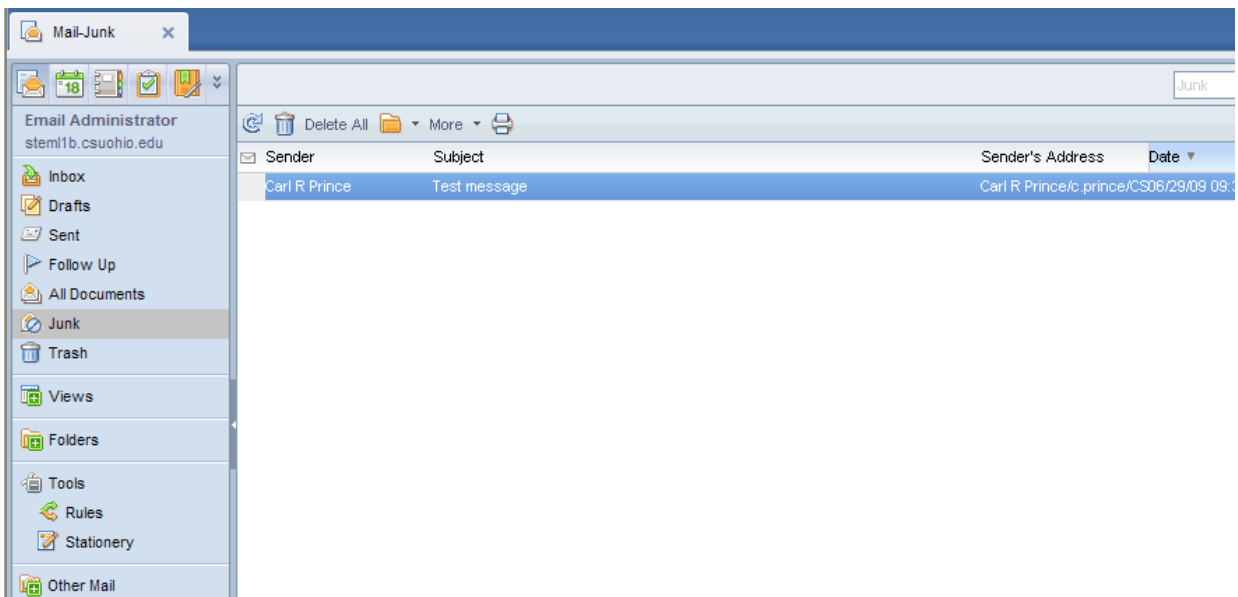
## **Block Mail From Sender**

More > Block Mail from Sender

To quickly eliminate email from a specific person, click on More, then Block Mail From Sender.



Note: This does not actually delete the email message. It moves all future mailings from this address to the Junk mail folder.



(Blocking mail creates a rule. Use the Rule information in the following pages to change how blocked emails are handled.)

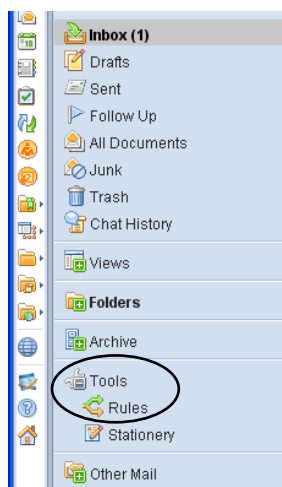
Although this eliminates the sender from sending you stuff, it does not let the antispyam product know, so other people will still get spam from that person.

## Rules Overview

Rules can be used for automatically filing emails, changing the importance of emails from specific people, or automatically sending a copy of an email to someone else. Once set-up, the rule will continue to run, managing messages without you knowing it, until you cancel the rule.

You can use mail rules to have the eMail system act automatically on new messages you receive that meet certain conditions. For example, you could create a rule that checks for messages from a certain sender or that contain a certain subject and have the eMail system automatically move the messages to a specified folder.

The eMail system stores the mail rules you create in the Rules folder in your mail database (expand Tools then select Rules). You can go there to add new rules as well as modify the ones you've created. For example, you can edit rules, change their order so that one rule has priority over another, turn them off when you don't want to use them, or delete them entirely.



### CAUTION #1

If you use rules to delete messages, the messages are NOT sent to your Trash Can, but are actually immediately deleted irretrievably and permanently!! You will never see these messages!

### CAUTION #2

The search is NOT case-sensitive, so PAT, pat, and Pat will be selected as a match to “pat”

### CAUTION #3

The search matches each letter, so a search where you use “contains” and “Pat” would include “Pattern” and “Impatient.” To search for ONLY the word, make sure you use the “is” operator instead of “contains”.

### Recommendation #1

Test your rule by sending test messages to yourself.

**Recommendation #2**

Because deleted messages do NOT appear in your email trash can, we recommend that you start by sending messages to a folder for several weeks to test your rule. You can manually delete them from the folder until you are sure the rule is working correctly.

## Rules

### Prepare

Before you start setting up a rule, think carefully about the logic you will use. Basically, you have to tell the eMail system what you want to happen and when.

This can be as simple as “Delete any message from p.cr@csuohio.edu”

Or as complex as “Move to the Pat folder any message from p.cr@csuohio.edu unless the subject includes the word “joke” or “Work” and the body includes either the combination “help” and “next Tuesday” or the single word “July”.”

Ex. 1: If I receive an email containing the word “Pat” in the text delete this email.

If you run this rule, you will not receive ANY emails containing the word “Pat” but you would still get emails from people called “Pat” if they did not include their name in the message.

You would NOT get any email containing the words PATtern, or impATient, either.

Ex. 2: If I receive an email with the subject line containing “Pat” delete this email.

When you run this rule you will get messages that contain the word “Pat”, but not those with “Pat” (or “pattern” or “impatient” etc.) in the subject line.

### In the following example...

Email that contains the words Pat AND Bill in the body OR emails that contain the word Frank in the body will be deleted. Email that includes the work FRANKlin county in the body will be deleted, as will email that contains the term “I am PATiently awaiting your BILLing.”

Rule Name: Pat and Bill or Frank

Status:  Not Enabled  Enabled

**Specify conditions**

Create:  Condition  Exception

AND Body contains Frank

When messages arrive that meet these conditions:

When:  
Body contains Pat  
AND Body contains Bill  
OR Body contains Frank

**Specify actions**

Create actions: Delete (don't accept message)

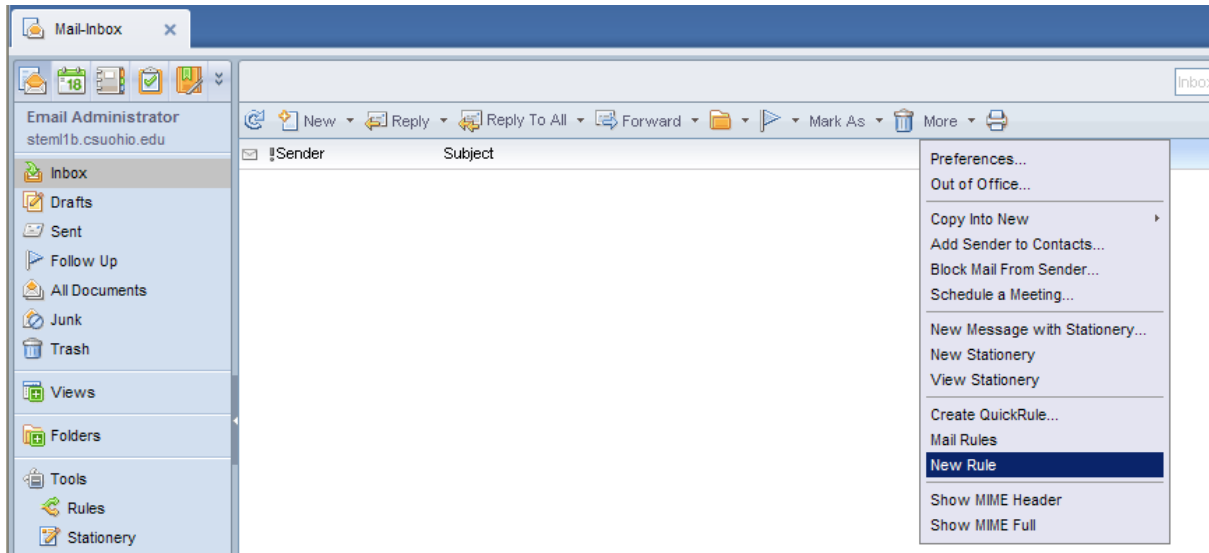
Perform the following actions:  
Delete (don't accept message)

OK Cancel

## Create a Simple Rule

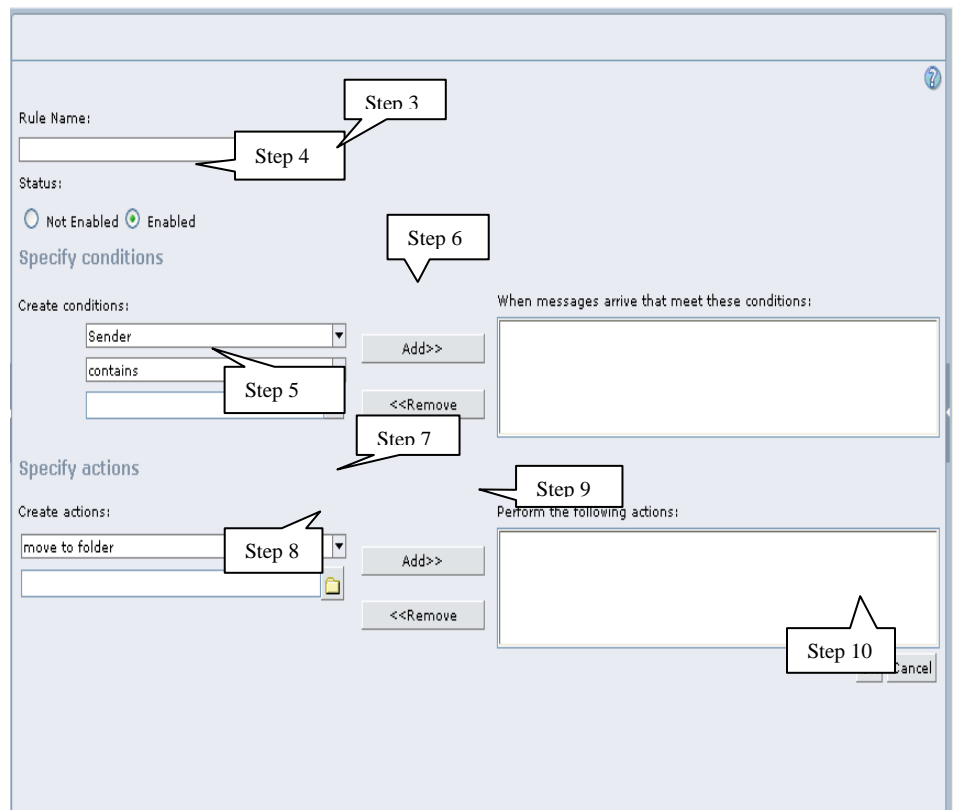
In this example, we will create a rule to file email from p.cr@csuohio.edu into the “Fun Stuff” folder

1. Create a new folder to move mail to (in this example, folder is “fun stuff”)
2. Click on the More then New Rule



3. Assign a unique name to the rule, we suggest a name related to the process.
4. In the Rules pop-up window, make sure “Enabled” is selected.
5. Type p.cr@csuohio.edu in the expression 2 box
6. Click on “Add”
7. Make sure “move to folder” is selected
8. Click on Select to select the folder
9. Click on “Add”
10. Click on “OK”

**END RESULT:** You will not get any emails from p.cr@csuohio.edu



## Specifying Conditions

A single rule can have multiple conditions.

For example, a rule from p.cr@csuohio.edu that has ‘Joke’ in the subject or ‘joke’ in the body can be filed.

The earlier example was: “Move to the Pat folder any message from p.cr@csuohio.edu unless the subject includes the word “joke” or “Work”.”

Specify conditions

Create:  Condition  Exception

AND    Add>> <<Remove

When messages arrive that meet these conditions:

When:  
Sender is p.cr@csuohio.edu  
AND Subject does not contain joke  
AND Subject does not contain work

The conditions in this are:

1. If Sender equals p.cr@csuohio.edu and if
2. Subject does not contain joke and if
3. Subject does not contain work

Condition fields:	Operands:
<ul style="list-style-type: none"><li><input type="radio"/> Sender</li><li><input type="radio"/> Subject</li><li><input type="radio"/> Body</li><li><input type="radio"/> Importance</li><li><input type="radio"/> Delivery priority</li><li><input type="radio"/> To</li><li><input type="radio"/> CC</li><li><input type="radio"/> BCC</li><li><input type="radio"/> To or cc</li><li><input type="radio"/> Body or Subject</li><li><input type="radio"/> Internet Domain</li><li><input type="radio"/> Size</li><li><input type="radio"/> All Documents</li><li><input type="radio"/> BlackList Tag</li><li><input type="radio"/> WhiteList Tag</li></ul>	<ul style="list-style-type: none"><li><input type="radio"/> Contains</li><li><input type="radio"/> Does not contain</li><li><input type="radio"/> Is</li><li><input type="radio"/> Is not</li></ul>

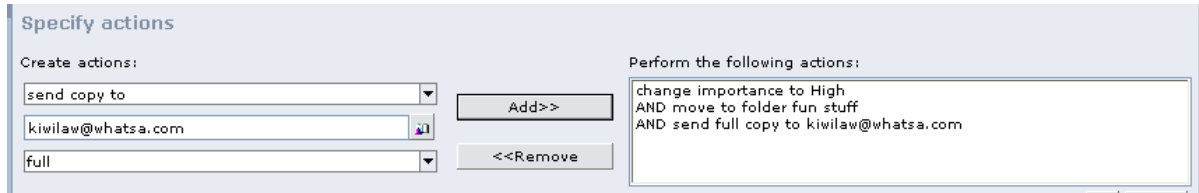
Don't forget to click on ADD after defining each condition

### CAUTION

Note that when you add a condition line, it is added to the bottom of the list, so make sure your logic is still correct!!

## Specify Action(s)

You can also specify multiple actions to take. For example, you can send a copy of the message to someone AND file it AND change it to high importance...



### Action types:

- move to folder
- copy to folder
- send copy to
- set expire date
- change importance to
- stop processing
- delete (don't accept message)

## Test the rule

1. Send a new message to yourself with the word "Pat" in the body then check your folder – the email should NOT be in your Inbox, but will be in the selected folder.
2. Send a new message to yourself with the word "impatient" in the body then check your folder – the email should NOT be in your Inbox, but will be in the selected folder.
3. Send a new message to yourself with the word "Pat" in the subject then check your folder – the email should be in your Inbox, but NOT in the selected folder.

## Change the rule

To edit or change a rule, you must delete the incorrect line and then add the new line. You cannot change a line once it has been added.

## Managing Multiple Rules

**You can create multiple rules, but use caution!** The eMail system uses rules in the order in which they appear from top to bottom, so you can move the rules you want to have priority closer to the top. This way, if a new message you receive meets the criteria of two different rules, the rule that's closer to the top acts on the message first. (This is particularly important if you have rules that move or delete messages.)

What do you want to do?	Procedure
Enable or disable a rule	<ol style="list-style-type: none"><li>1. Open the Rules folder.</li><li>2. Open the Rule to be enabled or disabled.</li><li>3. Select "Not Enabled" or "Enabled".</li><li>4. Select "Ok".</li></ol>
Edit a rule	<ol style="list-style-type: none"><li>1. Open the Rules folder.</li><li>2. Open the Rule.</li><li>3. Make your changes and click OK.</li></ol>
Move a rule	<p><b>Note</b> The eMail system uses rules in the order in which they appear from top to bottom. They are added to the bottom of your list as you create new rules. So, if a new message you receive meets the criteria of two different rules, the rule that's closer to the top acts on the message first. (This is particularly important if you have rules that move or delete messages.). To control the order of a rule, they can be moved by disabling the rule and then enabling the rule, by doing this it will move the rule to the bottom of the list when it is enabled again.</p>
Delete a rule	<ol style="list-style-type: none"><li>1. Open the Rules folder and click the rule. To delete more than one rule, select Ctrl and click on each rule to be selected.</li><li>2. Click "X" at the top of the view.</li><li>3. Select Yes when asked if you want to delete documents.</li></ol>

### Example: Building a Complex Rule

**Goal:** I'm tired of getting jokes about New Zealanders, so I want to file them without reading. Unless, of course, they are from one of two people whose taste I appreciate! I need to build a rule that will automatically file all jokes in the Personal folder UNLESS the joke is received from either p.cr@csuohio.edu OR from Pat.Cunningham@csuohio.edu. If the joke is moved to Personal, also change it to a high priority.

#### Step 1:

##### Create the initial condition.

*If the subject contains the word "joke"*

Specify conditions

Create:  Condition  Exception

AND Subject Add>>

contains

joke <<Remove

When messages arrive that meet these conditions:

When:  
Subject contains joke

#### Step 2:

After clicking on ADD...

##### Set the next condition and click on ADD.

*AND the message includes the words "New Zealand" next to each other*

Specify conditions

Create:  Condition  Exception

AND Body Add>>

contains

New Zealand <<Remove

When messages arrive that meet these conditions:

When:  
Subject contains joke  
AND Body contains New Zealand

#### Step 3:

##### Add the first exception.

I do want jokes about New Zealand from p.cr@csuohio.edu to stay in my Inbox.

Specify conditions

Create:  Condition  Exception

AND Sender Add>>

is not

p.cr@csuohio.edu <<Remove

When messages arrive that meet these conditions:

When:  
Subject contains joke  
AND Body contains New Zealand  
AND Sender is not p.cr@csuohio.edu

**Step 4:**

**Set additional exceptions.**

*And I want to keep jokes about New Zealanders from Pat.Cunningham@csuohio.edu in my Inbox as well.*

Specify conditions

Create:  Condition  Exception

AND

When messages arrive that meet these conditions:

When:  
Subject contains joke  
AND Body contains New Zealand  
AND Sender is not p.cr@csuohio.edu  
AND Sender is not pat.cunningham@csuohio.edu

**Step 5:**

**Set the first action**

*Change the priority of the message to HIGH*

Rule Name: NZ Jokes

Status:  Not Enabled  Enabled

Specify conditions

Create:  Condition  Exception

AND

Specify actions

Create actions:

Perform the following actions:

change importance to High

**Step 6:**

**Add additional actions if appropriate**

NOTE: If one of the actions is to remove the message, no other actions can be added.  
*In addition to marking the message as HIGH priority, move it to my Fun stuff folder.*

Specify actions

Create actions:

move to folder

fun stuff

Add>>

<<Remove

Perform the following actions:

change importance to High  
AND move to folder fun stuff

OK Cancel

Select “OK” at the bottom of the rule to save the rule.

The Rules folder will now display the new rule...

The screenshot shows the 'Rules Wizard' configuration window. The 'Rule Name' is 'NZ Jokes' and its status is 'Enabled'. Under 'Specify conditions', the 'Create' section is set to 'Condition' with 'AND' selected. The conditions are: 'Sender is not pat.cunningham@csuohio.edu'. The 'When messages arrive that meet these conditions:' box contains: 'Subject contains joke', 'AND Body contains New Zealand', 'AND Sender is not p.cr@csuohio.edu', and 'AND Sender is not pat.cunningham@csuohio.edu'. Under 'Specify actions', the 'Create actions:' section has 'move to folder' and 'fun stuff' selected. The 'Perform the following actions:' box contains: 'change importance to High' and 'AND move to folder fun stuff'. 'OK' and 'Cancel' buttons are at the bottom right.

The screenshot shows a list of rules in the 'Rules' folder. The last rule is highlighted in blue:

WHEN Subject contains Employee Separation, OR Subject contains Employee Hire, OR Subject contains full copy to hire@csuohio.edu	
WHEN Sender or Internet Domain is in the Blocked Senders List	THEN move to folder Junk Mail
WHEN Subject contains IS&T Scorecard	THEN don't accept message
WHEN Subject contains Domino Account Deactivation	THEN send full copy to hires@csuohio.edu
WHEN Subject contains Welcome to your CSU eMail account	THEN don't accept message
WHEN Subject contains Alarm	THEN Delete
WHEN Subject contains events4.nsf	THEN move to folder Addressed
WHEN Sender contains root@csu-g.csuohio.edu	THEN move to folder Backups
WHEN Sender contains root@fsem1b.csuohio.edu, OR Sender contains root@fsem1a.csuoh	THEN move to folder Backups
WHEN Subject contains joke, AND Body contains New Zealand, AND Sender is not p.cr@csu	THEN change importance to High, AND mc

Note that this is the last rule. The first rule will be run on incoming messages before the second rule is run.