

Reference : USER 191
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Setting up *Microsoft Outlook*® to reject unsolicited email (UCE or 'Spam')

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This document explains how to set up rules within *Outlook*®
to reject unwanted commercial email.

This documents assumes familiarity with both *Outlook*® and
Microsoft Windows® as used on PCs using the staff image at Staffordshire University.

Further useful documentation:

User 190- Handling Unsolicited Commercial Email (UCE or 'spam') using *Microsoft Outlook*® at Staffordshire University

Available in PDF format at:

www.staffs.ac.uk/uniservices/infoservices/documents/it/email/index.php

All current Information Services documents for staff and students may be found in pdf
format at: www.staffs.ac.uk/uniservices/infoservices/documents/all/index.php

Information Services has deployed a system using '**SpamAssassin**' software which can help you manage the unsolicited email you receive.

SpamAssassin examines every mail message entering the system and assigns it a score based on the similarity of its content to typical unsolicited or spam messages. If this score exceeds 5, the message is tagged '{Spam?}' before it is delivered to you.

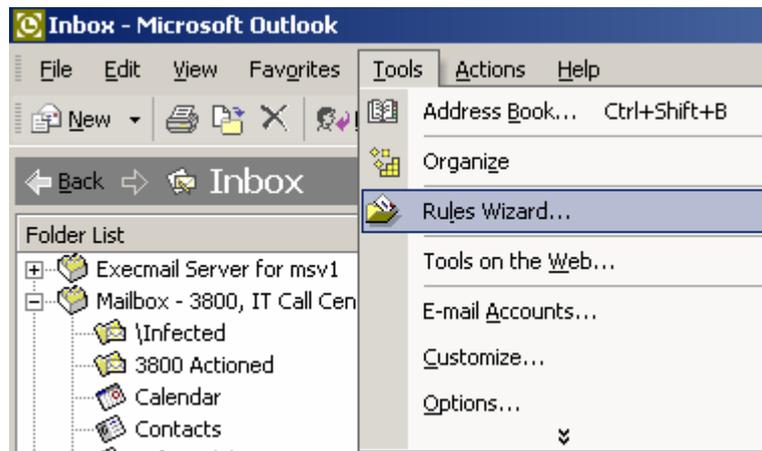
It is possible to set up rules within *Outlook*[®] to automatically move such messages to a folder which could be checked from time to time. In theory it would be possible to move all such mail automatically to the deleted mail folder; this is not advisable, however, as mail may occasionally be scored incorrectly, leading to the deletion of normal mail. Information Services recommends that you make at least a quick check of the message sender and subject prior to deletion, even for messages marked '{Spam?}'.

If you want to move messages to a new folder, it is easier to create this before beginning the following steps.

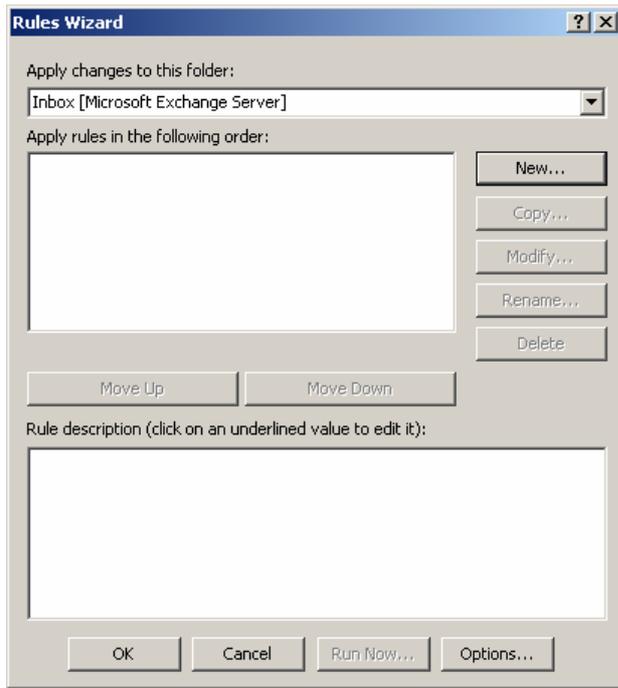
To set up rules within *Outlook*[®] you can follow the steps found in the in the '*Microsoft Outlook XP*[®] User Guide' at:

www.staffs.ac.uk/uniservices/infoservices/documents/it/email/

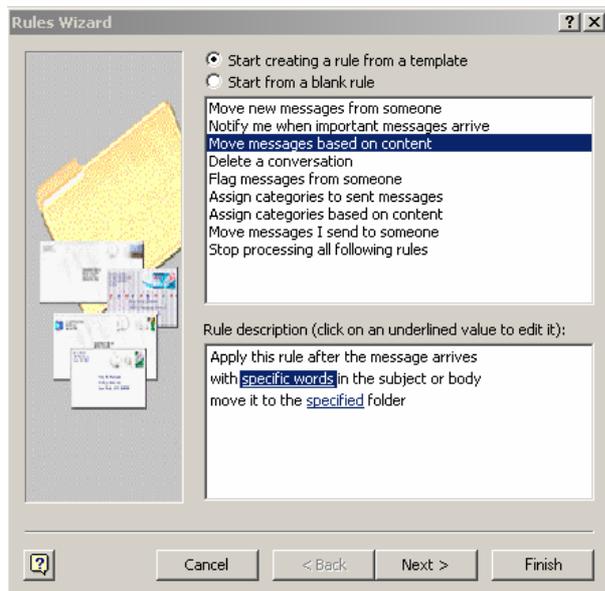
Click on Tools (found in the menu at the top of the outlook window) and then click on Rules Wizard shown below:



This will display the following box:

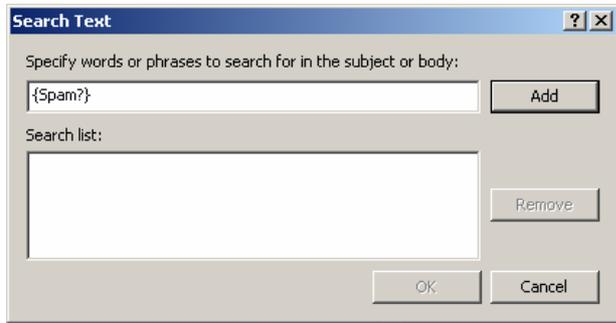


From here click on the New button to display the following page:



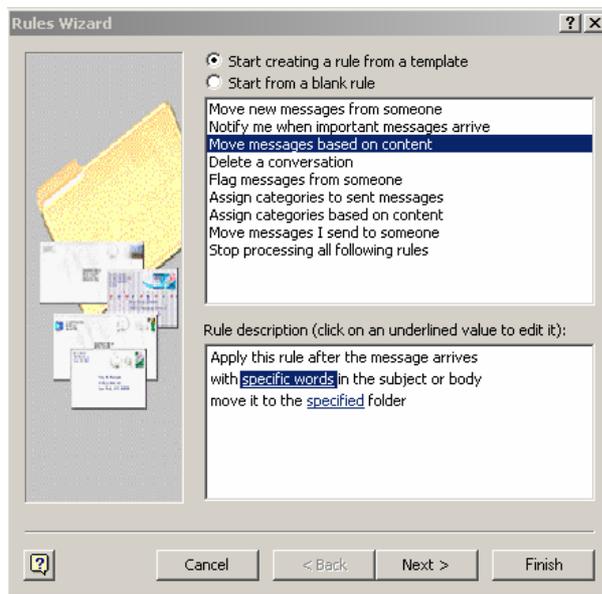
Now you need to select Start creating rule from template, then move messages based on content (Highlighted in blue in the top box above)

You now need to specify what words the rule should look for, to do this click on the words 'Specified Words' Highlighted in the lower box above, this will display the following screen:



In the top box you need to enter {Spam?} in the top box as shown above:

Now click Add and then OK.



You now need to specify where to send the message, to do this click on the word '**specified**' in the phrase "move it to the specified folder" (the word 'specified' will be underlined and in blue, as shown above).

Now simply select the folder you want emails sent to. (You may create the new folder before as part of this stage if you did not create one before starting this process).

It is possible to set exceptions to the rule. To do this, tick the appropriate box on the exceptions page and then choose the exception in the same way as you chose the other information above.

The last box gives you an opportunity to give your rule a name that will enable you to remember what the rule does, e.g. 'spam mover'.

Now click Finish.

Occasionally, messages may be tagged as spam although they come from legitimate senders, whether known people or mailing lists.

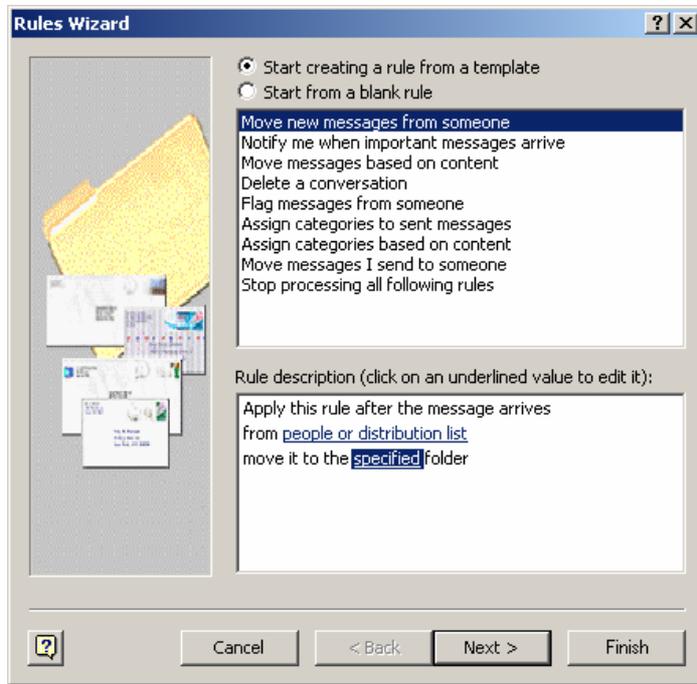
For staff, there is a web page that allows you to control the way your incoming mail is treated, at

<https://www.staffs.ac.uk/spamprefs>

Here you can enter addresses to be “whitelisted”; that is, any message sent to you from the addresses you list will not be subject to normal spam checking (although any message found to contain a virus will still be rejected).

Student mail checking is due to be upgraded in the near future (early 2008) and a ‘whitelist’ facility will be a part of this upgrade. More details will be made available later. In the meantime, students can work around such problems as follows.

Create a new rule (explained above):



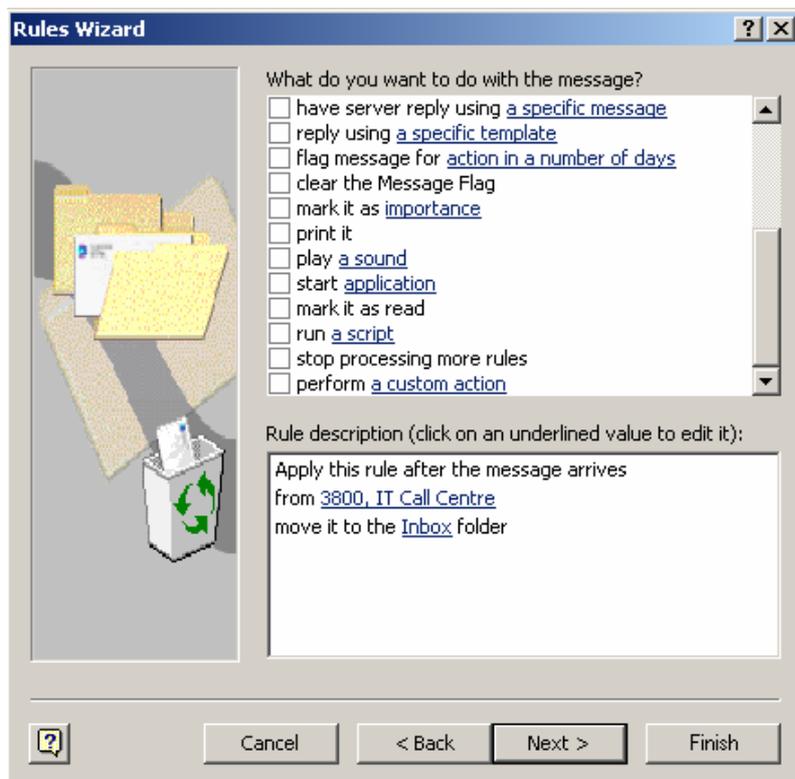
This rule will use the selected option above (‘Move Messages from someone’)

And needs to be set up to move messages from the people concerned (chosen through clicking on the words people or distribution list (in blue) and entering the correct address.

Messages from these people should be placed in the inbox (chosen by clicking on the word specified (in blue) and selecting ‘**Inbox**’.

The last step of this process is to set the rules wizard to stop processing all following rules (to stop anything else being done with messages from this person)

To do this on the step where it says “**What do you want to do with the message?**” (shown below), scroll down until you see ‘**stop processing more rules**’ and tick this option.

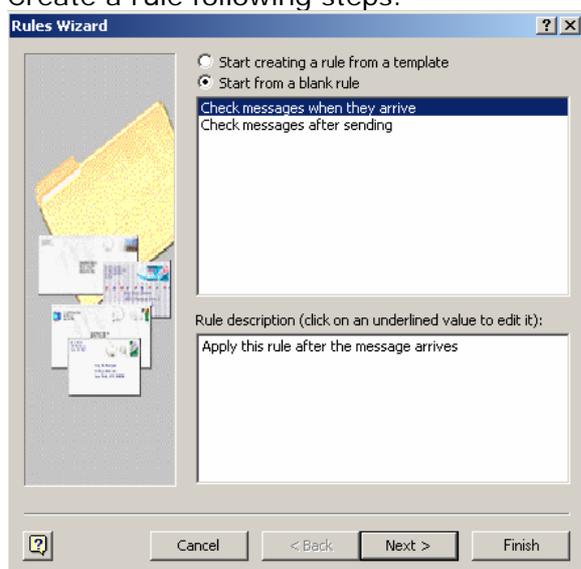


Anyone who finds that the SpamAssassin tagging is generally too sensitive or too insensitive may choose to create a rule that effectively identifies possible spam at a score of their own choice (for instance, you may choose to filter messages that score 4, or 6 points, rather than the default 5). Note, however that this will not affect the presence of the tag '{Spam?}' in the subject line; this will always appear on messages scoring 5 or higher..

Rules to use a different level of sensitivity can be set up as follows:

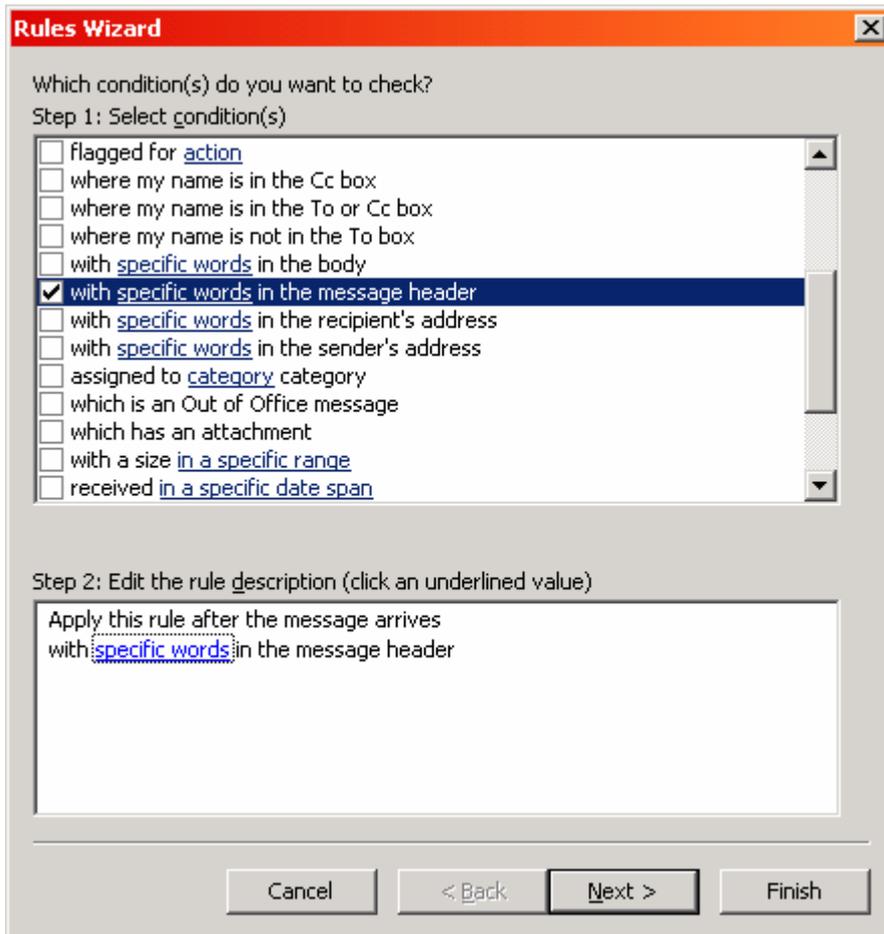
To decrease the sensitivity, so that only messages with a score of 6 or more are moved to the '**probably spam**' folder:

Create a rule following steps:



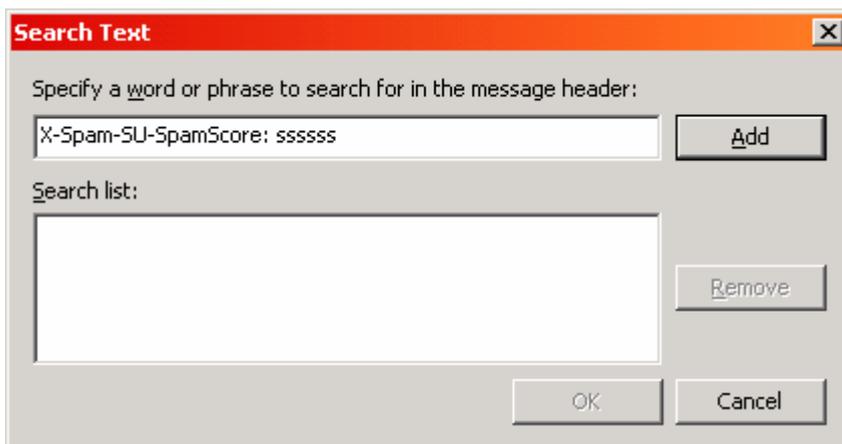
Start from a blank rule (shown selected above)

Now click Next, which will bring up the following screen:



Click on the option **'with specific words in the message header'**, then click on the words **'specific words'** (in blue), which will bring up another box:

Fill this in as follows:



Now click Add and then OK (on the window you just typed into) and then Next on the Window that will remain open:

Now tick the box next to **'Move it to a specified folder'** and select your **'probably spam'** folder as described above.

Make sure you tick the 'stop processing more rules' option as before.

Provided you don't have a rule that moves all messages marked "{Spam?}", this will allow all messages with a spam score of 5 (5 s's) or lower to be delivered to your inbox as normal.'

Where to go for more help or information

You can get further help from Information Services:

t: 3800 or 01785 353800

e: 3800@staffs.ac.uk

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