

OUTLOOK® SPAM TUTORIAL

MICROSOFT OUTLOOK 2003

New Features

Microsoft Office Outlook® 2003 has some new features to block junk e-mail (spam). The most notable feature is Microsoft's Junk E-Mail Filter. There are 5 key features in Outlook® 2003 to help you combat spam:

Junk E-Mail Filter - Outlook 2003 evaluates whether a message should be treated as a junk e-mail message based on several factors—i.e., the time the message was sent and the content and structure of the message. The filter does not single out any particular sender or type of e-mail message. Rather, it uses advanced analysis to determine how likely it is to be thought of by you as a junk e-mail message.

By default, this filter is set to a low setting designed to catch the most obvious junk e-mail messages. Messages caught by the filter are moved to a special Junk E-mail folder, where you can access them later. If you want, you can make the filter more aggressive (perhaps mistakenly catching more legitimate messages), or even set Outlook 2003 to permanently delete junk e-mail messages as they come in.

Safe Senders List - If an e-mail message is mistakenly marked as a junk e-mail message by the filter, you can easily add the sender of that message to your Safe Senders List. E-mail addresses and domain names on the Safe Senders List are never treated as junk e-mail messages, regardless of the content of the message. Contacts are trusted by default and messages from them will never be treated as junk e-mail messages. When you use Microsoft Exchange Server, messages from within the organization will also never be treated as junk e-mail messages. You can configure Outlook 2003 to accept only messages from the Safe Senders List, giving you total control over which messages you receive.

Safe Recipients Lists - An e-mailing list or group that you are a member of can be added to your Safe Recipients Lists. Any messages sent to the e-mail addresses or domain names on this list will not be treated as junk e-mail messages, regardless of the sender or content of the message.

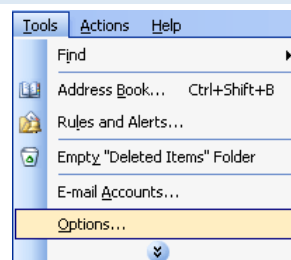
Blocked Senders List - E-mail messages from a certain e-mail address or domain name can easily be blocked by adding the sender to your Blocked Senders List. Messages from people or domain names on your Blocked Senders List will always be treated as junk e-mail messages, regardless of the content of the message.

AutoUpdate - You can update your Junk E-Mail Filter with periodic updates from Microsoft so you have the latest methods to block unwanted messages. Microsoft is committed to providing periodic updates of the Junk E-Mail Filter.

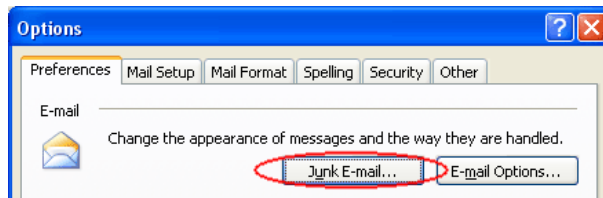
Junk E-Mail Filter

In previous versions of Outlook it was up to the end user to create his/her own spam filter.

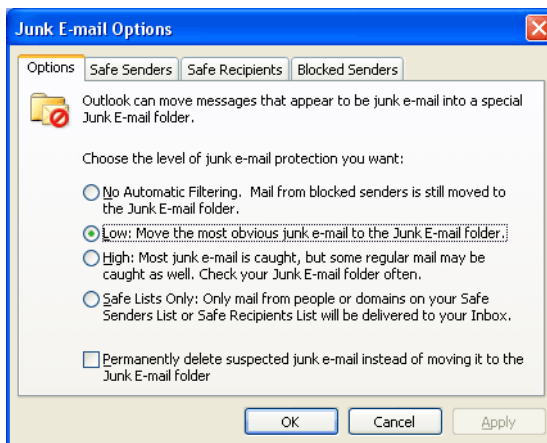
- Open Outlook
- Click on **Tools** > **Options**.



- Click on the **Junk E-mail...** button.

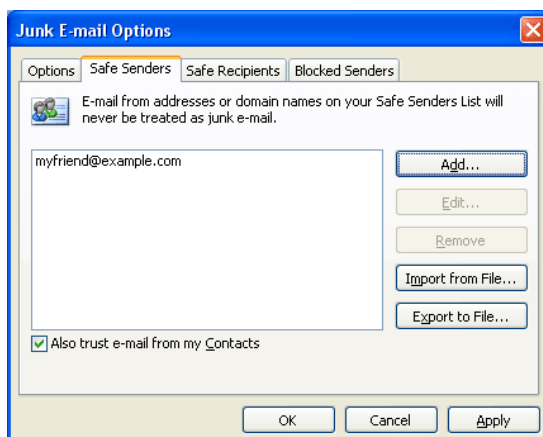


- The first "**Options**" tab is where you control the junk filter.
 - **No Automatic Filtering** essentially turns off the junk e-mail filter.
 - **Low** will only filter junk e-mail if it scores a high spam confidence level (SCL) rating.
 - **High** will filter junk e-mail if it scores a medium SCL rating. The lower the rating, the less likely the e-mail is spam.
 - **Safe Lists Only** turns off the junk e-mail filter and will only allow e-mail to be delivered to your inbox if the sender or the recipient is listed in the "Safe Senders" and "Safe Recipients" lists. You might use this option if you have the attitude "If I don't know the sender of the e-mail, it's spam". This may be ok for personal e-mail but this is definitely not an option for businesses attracting new customers.
 - The last option allows you to "**Permanently delete**" junk e-mail. If, after you have been using the junk e-mail filter for some time, you notice that the filter has never filtered one of your legitimate e-mails into the Junk E-mail folder, then you might consider deleting the filtered spam e-mail rather than keeping a copy.

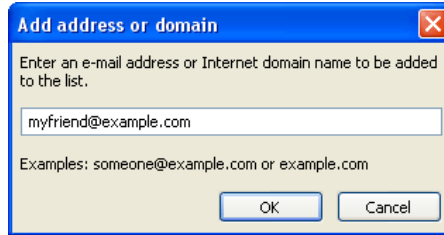


Safe Senders List

Continuing from the previous step, clicking on the "**Safe Senders**" tab yields a control panel which allows you to add and remove contacts who are your friends and colleagues. This list overrides the Junk E-mail filter and protects any messages sent by your friends or colleagues from being filtered into the Junk E-mail folder.



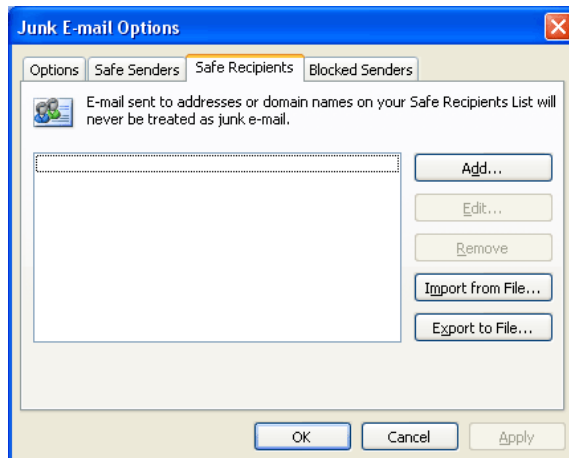
- To add a contact, simply click the "**Add...**" button, enter the person's e-mail address, and click "**OK**". You may also include entire domains by adding "example.com" which will treat all e-mail arriving from example.com as a safe sender.



- The "**Remove**" and "**Edit...**" buttons allow you to remove a contact or edit the email of an existing contact.
- The "**Import from File...**" and "**Export to File...**" are used to backup and restore your Safe Senders list.
- Placing a checkmark next to the "**Also trust e-mail from my Contacts**" essentially adds all the e-mails of your contacts to this list. You won't visibly see the addition of your contacts e-mails to the list but they will not be filtered against. It's always a good idea to keep this checked. You shouldn't have a spammer in your list of contacts.

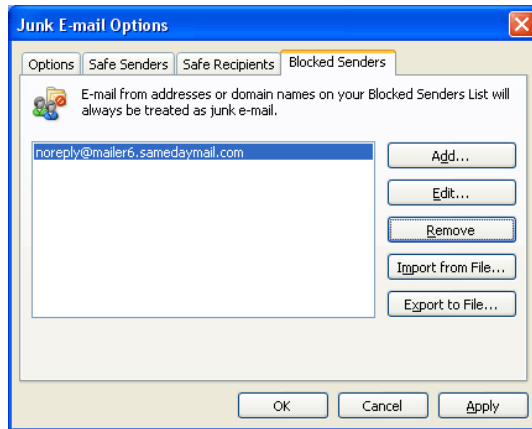
Safe Recipients Lists

- Continuing from the previous step, clicking on the "**Safe Recipients**" tab yields a control panel which allows you to add and remove e-mails and domains for which you would like to accept e-mail delivery. It is designed for newsgroups and discussion lists in which you participate but where the messages are not specifically addressed to you. Simply add your newsgroup email or domain and the newsgroup messages will not be treated as junk.



Blocked Senders List

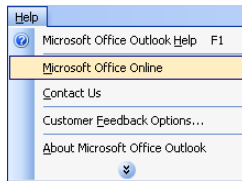
- Continuing from the previous step, clicking on the "**Blocked Senders**" tab yields a control panel allowing you to add e-mail addresses or domains which will always be treated as junk e-mail. This can be considered a "blacklist" of spammers. Be careful in adding domains because if you add hotmail.com, for example, all email@hotmail.com will be treated as spam.
- Personally, I don't spend too much time updating my blocked senders list. Spammers typically change their email and domain quite often - usually hours after a spam campaign. By tenaciously adding their e-mails to the "Blocked Senders" list, you will quickly find that you have a list of e-mails that no longer exist. However, this list is useful if you have a repeat offender that continues to spam you time and time again.



- The "**R**emove" and "**E**dit..." buttons allow you to remove or edit a spammers e-mail address.
- The "**I**mport from File..." and "**E**xport to File..." are used to backup and restore your Safe Senders list. They also are useful in sharing your list with your friends and colleagues.

AutoUpdate

- Microsoft continuously updates the Junk E-Mail Filter. Therefore, you will want to use the Office Update feature to keep Outlook up to date.
- Click on **Help** > **Microsoft Office Online**.



- On the right hand side of Microsoft's web site, click "**C**heck for Updates".



- Follow the onscreen instructions to update your Microsoft Office Package.