

The Office of Information Systems would like to announce the installation of iHateSpam (IHS) to the UWA email system. IHS is Spam prevention software that uses a sophisticated filtering process to determine which messages should be allowed to reach users' Inbox and which should be considered junk mail (or Spam).

### **How It Works**

Every message entering our system is scanned and applied a point value. The point value determines how the message is classified and then how it is handled. Regular messages enter your Inbox as always, but those whose point level exceeds the Spam/junk threshold level are sent to a Spam folder in your mailbox (Spam – Quarantine). Since there is always the risk of a message being incorrectly identified (false positives), be sure to check this folder regularly. Messages in the Spam – Quarantine folder are purged (deleted) from the system after seven days (excluding long holidays) as part of general housekeeping. A quick check will usually be sufficient and you can easily delete all the messages that really are spam. The advantage of this system is that no incoming message is automatically deleted upon arrival; everything is still sent to your mailbox and you still have full control of all email being sent to you.

To provide you with additional Spam filtering capabilities for your personal use, IHS provides a number of custom settings you can set on your current email account to provide you with additional filtering capabilities.

### **Whitelist Contacts**

Making sure the messages that you are supposed to receive is the key to using the system. To further assist you in making sure that all your wanted messages are received, any email or user in your current contact lists will never be quarantined.

### **Whitelist Folder (Spam – Whitelist)**

The whitelist folder provides you with the ability to create lists of users that you absolutely want to receive messages from again. If you want to always allow an email to get through such as any email lists you subscribe to but do not want to add this address to your contact lists, simply drop **one** of these messages in your whitelist folder and you will never have to worry about an email from that sender being quarantined again.

### **Blacklist Folder (Spam – Blacklist)**

The blacklist folder provides you with the ability to create lists of users that you never want to receive messages from again. For the most part, **you will not**

**need to maintain a large blacklist folder** as much of the Spam email you would normally receive will be stopped by the IHS before it reaches your Inbox; however, if you receive messages that still slip by from the **same sender** over and over again, simply drop one of these messages in your blacklist folder and you will never receive one of these messages again.

Remember, the whitelist and blacklist folders are for you to use to override the server's filter settings. You have to leave the messages in the white/blacklist folders or IHS doesn't know to change its classification. The server polls for changes in these folders every 6 hours so it may take awhile for the filtering to adjust to changes. **Note: You do not need to move messages from the Spam - Quarantine folder to your Spam - Blacklist folder since they have already been classified as spam.**

If you're seeing messages from a specific sender, email address, or domain being misclassified on a repetitive basis, Information Systems can add a custom rule to the server to either ignore or filter those messages. Since we will need the details on the address or domain name to create the filter, please forward a copy of one of the messages from the person or list and explain how the message is being misclassified to [sysadmin@uwa.edu](mailto:sysadmin@uwa.edu).

If for some reason you are not happy with IHS and you do not wish to use it, simply email [sysadmin@uwa.edu](mailto:sysadmin@uwa.edu) and request to be removed from all IHS policies. If you have any questions about IHS, please email the Office of Information Systems ([sysadmin@uwa.edu](mailto:sysadmin@uwa.edu)).

**\* To see your Spam folders, simply click on "Folders" in the upper left-hand side of your mailbox.**

iHateSpam.doc

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