



## Reducing Spam Email

Spam email is any unsolicited email that shows up in your email inbox. It is sometimes called junk mail. They are usually advertisements, pictures, prescription drug commercials, etc. To stop Spam, you can set your main campus filters to aggressively identify and reject spam and learn how to manage Extension email filters.

### What does Computer Applications and Services do to prevent SPAM from reaching my inbox?

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All external (emails originating outside of Extension) incoming emails are first processed through the Mississippi State University campus email filters. Once they are processed through main campus, the emails are then processed through the Extension email filters. The Extension filters are more conservative in what they allow through and thus do a better job of keeping SPAM out of your inbox.

All internal (emails that originate inside of Extension) outbound emails are also processed through the Extension email filters. The Extension filters tend to be more conservative in what they allow through than the main campus filters. Extension filters check for viruses, suspicious subject lines, and executable files (.exe), etc. For example, if you were trying to send an email to [all@ext.msstate.edu](mailto:all@ext.msstate.edu) with a virus attached to it, the Extension email filters would kick it out. Further, if you were trying to send a newsletter on protecting yourself from heatstroke and your subject line was, "How hot are you?" The Extension filters would probably kick the message out because the filters would consider it to be spam email.

### Setting the StopSPAM Filter?

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Step 1: Open Internet Explorer and go to <https://stopspam.msstate.edu/>

Step 2: **Left-click** on Enter the Simple Interface.

StopSPAM has two interfaces, Simple and Expert. It is **STRONGLY** recommend the Simple Interface. The Simple Interface is designed to allow users an easy method SPAM. The Expert Interface is designed for those who are very familiar with the con Internet email systems. Making changes here without fully understanding their implica in ir retrievable loss of some or all of your email messages. Please read the instruction to using StopSPAM.

**Step 2**

- [Using the Simple Interface](#)
- [Using the Expert Interface](#)
- [Enter the Simple Interface](#)
- [Enter the Expert Interface](#)

Step 3: Enter your NetID and NetPassword. This is your MSU username/password. If you do not know your username/password you will need to contact the MSU ITS help desk at 325-0631 or open Internet Explorer and go to <http://netpassword.msstate.edu/> and lookup your NetID or change your NetPassword.





# ResourceCenter

COMPUTER APPLICATIONS AND SERVICES

**Step 4: Left-click Login.** In the Addresses to be Protected section enter your Extension email address (ex. [adamb@ext.msstate.edu](mailto:adamb@ext.msstate.edu)). You are telling the spam filter which email address you would like to protect from spam message.

### Addresses to be Protected

Tell StopSPAM which of your addresses you would like protected. No addresses are protected unless they appear in this list. A confirmation email will be sent to the address you enter and the address will be added when you follow the instructions contained in that message.

**Step 5: Left-click Add Address.** An email will now be sent to that address.

**Step 6: Login to your Extension email account and open the message titled StopSpam Confirmation.**

**Step 6: Confirm the request by left-clicking the corresponding link.**

NetID tmb123 has requested that

tashab@ext.msstate.edu

be added to his or her StopSPAM protection list. You must confirm this request for it to become active.

You can confirm this request by clicking on the link below. If your browser is not already logged in to StopSPAM you will be prompted to do so as a security measure.

**Step 6** → <https://stopspam.msstate.edu/simple/addressreg.php?token=KQ2YmRqS>

If you did not make this request, then you can click the link below to report this to our security staff.

<https://stopspam.msstate.edu/abuse/abuse.php?token=KQ2YmRqS>

**Step 7: A message will now appear that states the email address has been protected. Left-click on Return to main menu.**

**Step 8: To remove an email from the protected address section, left-click remove located to the right of the individual's name.**

**Step 9: Left-click Remove** \_\_\_@ext.msstate.edu (your email address).

### Addresses to be Protected

Tell StopSPAM which of your addresses you would like protected list.

A confirmation email will be sent to the address you enter will be added when you follow the instructions contained in that message.

tmb123@msstate.edu	<remove>
tashab@ext.msstate.edu	<remove>





## Setting the Level of Protection

**Step 1:** Scroll down to the Level of Protection section. **Left-click** the button next to **Aggressively identify SPAM and reject it**.

**Level of Protection**  
(don't forget to click the "Set Protection Level" button)

Choose a protection level below and click the "Set Protection Level" button to change your protection level.

Protection Level	
<input type="radio"/>	1. Loosely identify SPAM and insert [PossibleSpam] in the Subject
<input type="radio"/>	2. Moderately identify SPAM and insert [PossibleSpam] in the Subject
<input type="radio"/>	3. Aggressively identify SPAM and insert [PossibleSpam] in the Subject
<input type="radio"/>	4. Loosely identify SPAM and reject it
<input type="radio"/>	5. Moderately identify SPAM and reject it
<input checked="" type="radio"/>	6. Aggressively identify SPAM and reject it (Current Setting)
<input type="radio"/>	7. Don't scan my email for SPAM

**Step 8** →

Set Protection Level

**Step 2:** **Left-click** Set Protection Level.

## Allowing or Denying Senders

If emails from certain people are being rejected, you can add their email address as a safe sender. If you do not want to receive certain people, you can add their email address and deny them from sending you an email.

**Step 1:** To add an email as a safe sender, navigate to the Allow or Deny Senders section. Type the email address in the text field and **left-click** Allow.

**Step 2:** To deny a person from sending you an email, type the email address in the text field and **left-click** Deny.

**Allow or Deny Senders**

Enter email addresses and email domains that you wish to explicitly allow or deny. All domains will still be scanned for viruses and rejected if found to be malicious.

Allow: **chadp@ext.msstate.edu** <remove>

Deny: **mattb@ext.msstate.edu** <remove>

**Step 3:** To remove a person from the allow or deny senders section, **left-click** remove located to the right of the individual's name.

## Logging Out of StopSpam

**Step 1:** Scroll to the top of StopSpam.

**Step 2:** **Left-click** Log Out.

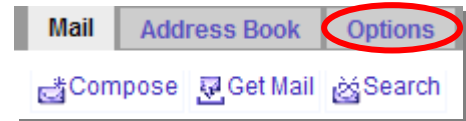
Logged in as: **m1s15**  
**Log Out**





## Setting the Extension Mail Filters

Step 1: Login to your Extension email account. **Left-click** Options from the menu bar.



Step 2: **Left-click** Mail Filters. **Left-click** New.

Step 3: Type a name for the filter (Ex. prescription drugs, stock tips, etc). In the Incoming Messages section, select the desired response.

Step 4: Enter the corresponding information in the text field.

Step 5: Navigate to the Apply Message Actions section. Select the desired option.

Step 6: Left-click Save.

Immediately after setting the filter, verify you can still receive emails by having someone send you an email message.

## FAQs

**Question:** I keep sending an email to someone and they say they never got it, what is going on?

**Answer:** Please keep in mind that other people, companies, universities, etc. use filters as well. It is not uncommon for filters to reject .edu addresses (as in [mariahs@ext.msstate.edu](mailto:mariahs@ext.msstate.edu)). Many filters recognize .edu addresses as being a major disseminator of SPAM email and so they reject the message. If, for example, you get the following message:

Your message has been enqueued and undeliverable for 4 days to the following recipients:

Recipient address: mlsag@yahoo.com

Reason: unable to deliver this message after 4 days

Delivery attempt history for your mail:

Tue, 17 Oct 2006 18:22:08 -0500 (CDT)

TCP active open: Failed connect() Error: Connection refused

It means that the filter of the person you are trying to send the email to has refused to accept the email.

**Question:** If someone is trying to send you an email and he/she is getting a returned mail message saying that their email cannot be sent due to unacceptable content, you need to try the following:

**Answer:** Go into the Stop Spam filters and lower your filter level following the instructions under the Setting Protection Level topic on page 3. We would recommend that you only go down to a level 4 at the lowest level.

Add the sender (the person trying to send you an email) to the 'safe sender' list using the instructions under the Allowing or Denying Senders topic on page 3.

Still can't fix it? Email the CAS Resource Center at [fixit@ext.msstate.edu](mailto:fixit@ext.msstate.edu).

