DEALING WITH JUNK EMAIL GUIDE FOR STAFF

Edinburgh Napier University currently utilises an automated email protection system. This system helps protect email users from unsolicited junk mail (also known as spam) and email-borne virus infections. The service has been very successful in reducing the number of spam emails reaching mailboxes, however, spammers are continuously coming up with new ways of targeting users and some unsolicited messages may continue to infiltrate the system. You could also find yourself targeted by emails that others within the University do wish to receive.

If you regularly receive such unwanted or unsolicited email you may wish to take additional steps to reduce the number of these messages appearing in your inbox. This guide explains how to set up rules on your email account to block unwanted messages.

SOME IMPORTANT POINTS

Before setting up a rule to block email you should be aware of the following points:

1. **You will not be able to block all spam email.** Many of the creators of junk messages use tactics such as changing aliases and message headers making it more difficult to block messages by sender and subject.

2. Often the junk messages come with invitations to unsubscribe by clicking on a link within the message. **You should NOT click on the unsubscribe link**, if you do you are alerting the spammers to the fact that yours is a valid email address. They may inundate you with more messages and possibly pass on your email address to other spammers.

3. **The methods of deleting messages described below only send the unwanted messages to the deleted items folder** they do not remove the messages from your email account. To completely remove the messages from your account you must regularly empty your deleted items folder. Instructions on how to do this can be found in the Email section of the C&IT Services intranet pages.

CREATING A RULE

To set up a rule to move messages to the deleted folder within Outlook 2007:

- Click **Tools** on the main menu bar.
- Select **Rules and Alerts**. The following screen will appear:
Select New Rule. The following screen will appear:

You can delete messages from a particular sender, delete messages with specific words in the subject or delete messages with specific words in the message body.

DELETING MESSAGES FROM A PARTICULAR SENDER

To delete messages from a particular sender:

- From the Rules Wizard Screen select Start creating a rule from a template.
- Ensure that Move messages from someone to a folder is highlighted:
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- In the Step 2 section click on **people or distribution list**:

The following screen will appear:

Enter the full email address to be blocked here
- Enter the **email address that you would like to block** in the From section.
- Click OK. You will return to the Rules Wizard screen.
- In the Step 2 section click on **specified**:

  ![Rules Wizard screenshot]

  The following screen will appear:

  ![Rules and Alerts dialog]

  - Select **Deleted Items** from the list.
  - Click OK. You will return to the Rules Wizard screen.
  - Click Finish.

All messages sent to you from the specified email address will be moved to your deleted items folder.

### DELETING MESSAGES WITH PARTICULAR WORDS IN THE SUBJECT

To delete messages with particular words in their subject:

- From the Rules Wizard Screen select **Start creating a rule from a template**.
- Select **Move messages with specific words in the subject to a folder**.
In the Step 2 section click on **specific words**:

- Enter the first **word that you wish to block**. Please be careful when choosing words to block as you want to avoid blocking valid messages.
- Click **Add**, the word will be added to the Search list section. You can enter as many words as you wish.
- Once all words are entered click **OK**. You will return to the Rules Wizard Screen.
- In the Step 2 section click on **specified**.

The following screen will appear:
The following screen will appear:

- Select Deleted Items from the list.
- Click OK. You will return to the Rules Wizard screen.
- Click Finish.

All messages sent to you with those particular words in the subject will be moved to your deleted items folder.

**DELETING MESSAGES WITH PARTICULAR WORDS IN THE MESSAGE BODY**

To delete messages with particular words in the message body:

- From the Rules Wizard Screen select **Start from a blank rule**:
• The following screen will appear:

• In the Step 1 section, ensure that **Check messages when they arrive** is highlighted.
• Click **Next**. The following screen will appear:
Scroll down the list of conditions and tick with specific words in the body.
In the Step 2 section click on specific words:

Enter the first word that you wish to block. Please be careful when choosing words to block as you want to avoid blocking valid messages.
Click Add, the word will be added to the Search list section. You can enter as many words as you wish.
Once all words are entered click OK. You will return to the Rules Wizard Screen.
Click Next. The following screen will appear:
• In the Step 1 section tick **move it to the specified folder**.
• In the Step 2 section click on **specified**:

  - Select **Deleted Items** from the list.
  - Click **OK**. You will return to the Rules Wizard screen.
  - Click **Next**.
  - Click **Next** unless wish to enter exceptions.
  - Enter a **name for your rule** e.g. Block Junk Email.
  - Click **Finish**.
All messages sent to you with those particular words in the body will be moved to your deleted items folder.

**FURTHER INFORMATION**

For further information on email security and the automated email protection system please visit the Email Security section of the C&IT Services intranet pages.