SPAM and Junk E-Mail

Some rules are Outlook Web App (OWA) only (server-side), and some rules are Outlook 2007, Outlook2010, or Outlook 2011 only (client-side). There are some specific rules operations that will not work on the server-side and are limited to the client-side only.

OWA cannot edit client-side only rules created by Outlook (rules such as notify user, play sound if rule matches). It will prompt the user if they would like to disable these rules. If the user chooses disable, the client-side rules will be disabled. If they choose cancel, they cannot edit any rules in OWA and must use Outlook for rule editing.

The best way to set up rules is to use OWA to create the **Inbox Rules**.

**How to Set Up SPAM and Auto-Filtering on UAConnect**

UAConnect users can set up an **E-mail Rule** in either Outlook or the Outlook Web App (OWA) to filter SPAM/Junk E-Mail with a feature that is similar to the Spam Auto-Filtering on current central email servers. The following is the email rule detail:

- Apply this rule after the message arrives
- with X-Spam-Level: XXXXXXXX in the message header
- move it to the Junk E-mail folder
- and stop processing more rules

The above rule setting will filter E-Mail messages to the **Junk E-mail** folder. Each X represents a number (1 through 10). With the above sample there are eight (8) Xs so if an E-Mail message has an X-Spam-Level of 8 or higher it will be moved to your Junk E-Mail folder. To filter more email, for example, reduce the number of Xs to five (5); this move messages that have an X-Spam-Level of 5 or higher to Junk E-Mail folder. Basically this translates to the following: less Xs in the rule will result in less SPAM
emails in your Inbox, **AND** will also mean a higher chance of legitimate emails being moved to your Junk Email folder as well. The number of Xs can be either increased or decreased depending upon how much or little E-Mail messages are filtered. You will need to use trial and error as a way of determining how many Xs to delete. For example, if you have several legitimate emails in your Junk E-Mail folder try adding one or two Xs and see if that makes a difference in the amount of SPAM being captured.

**Instructions for Outlook 2007, Outlook 2010 and Outlook 2011**

Go to Rules > Manage Rules & Alerts

At the Rules and Alerts pop-up window under the E-Mail Rules tab > there is a new rule entitled **UA Spam Relocation Rule**.

**Note:** if you opt to delete this rule it will not be reinstituted. Once it is gone there is no getting it back.

**Recommendations:** if you have the Outlook or OWA Junk Mail filters turned on, we recommend turning them off as there is a tendency for false/positives to be generated when these settings are activated.

**Information on X-Spam-Level:** xxxxxxxx
Under the **Rule description** you will see the following:

To capture more SPAM messages you will want to adjust the number of X factors displayed. For example, in the image displayed below there are a total of seven (7) Xs. This means that any E-Mail message that has an X-Spam-Level of 7 or higher will be moved to the **Junk E-Mail** folder. The number of Xs can be either increased or decreased depending upon how much or little SPAM is filtered.

**Remember: the less number of Xs in the rule means more messages, SPAM or legitimate, will be affected by the rule and moved into the Junk E-Mail Folder.**

To adjust the number of x’s click on the **X-Spam-Level: xxxxxx** link.

A pop-up window will appear entitled **Search Text**. Place your cursor in the text field where the Xs are displayed and reduce the Xs – you will need to use trial and error as a way of determining how many Xs to delete. Try and delete one or two and see if that makes a difference in the amount of SPAM being captured first.
OWA

The following instructions detail how to create an Email Rule to enable Spam Auto-Filtering in your UAConnect account with Outlook Web App (OWA).

- Login to OWA
- Locate and click **Options** (tip-right corner of the OWA window)
- Select **Create an Inbox Rule**

  ![Options dropdown menu](image1)

- At the **Inbox Rules** tab click on **New...**

  ![Inbox Rules tab](image2)
- In the New Inbox Rule window click on More Options...

![New Inbox Rule window with More Options highlighted]

- At the New Inbox Rule window, from the dropdown menu options, select: It includes these words and in the message header...

![New Inbox Rule window with It includes these words and in the message header highlighted]
• At the **Specify Words or Phrases** pop-up window type: **X-Spam-Level: Xxxxxxxx**
• Next, click on the plus sign (green +) and then click on the **OK** button.

![Specify Words or Phrases](image)

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• At the **New Inbox Rule** window select **Move, copy, or delete** then click **Move the message to folder**…

![New Inbox Rule](image)
• Next, at the Select Folder pop-up window select the Junk E-Mail folder and then click the OK button.