Manage Spam

It is important that you realize what type of email you are receiving (mailing list, spam, backscatter spam) and, based on this, take the appropriate action.

Mailing Lists

Subscribing to mailing lists such as Amazon.com, CNN, NY Times, or any other mailing list is not considered spam. If you subscribed to these lists and are tired of receiving email from them simply unsubscribe.

WARNING: It is important that you only unsubscribe to mailing lists that you subscribed to! Unsubscribing to spam email will only mean you will get more spam!

Spam

Spam is unwanted e-mail messages, frequently with commercial content, sent in large quantities to an indiscriminate set of recipients (for instance, Viagra ads, cheap prescription drugs, Adult web sites, etc.).

Backscatter Spam

Backscatter Spam (also known as outscatter, misdirected bounces, blowback or collateral spam) is a side-effect of e-mail, viruses and worms, where email servers receiving spam and other mail send bounce messages to an innocent party. This occurs because the original message’s envelope sender is forged to contain the e-mail address of the victim. A very large proportion of such e-mail is sent with a forged From: header, matching the envelope sender.

There is nothing you can do except simply delete the Backscatter spam. Most emails of this nature only last one or two days before the site sending the Backscatter spam with your email address is blocked.

Take Action

Spam is invasive and can consume your e-mail resources. The Division of Information Technology uses SPAM filtering software (Symantec Brightmail) which scans inbound e-mail messages destined for DoIT servers for content that could be SPAM. If it is determined to be SPAM, the e-mail will be deleted and will NOT be delivered to your Inbox. Currently this software blocks 94% of all incoming email from the Internet as spam. The SPAM filters must be updated continuously.

If you continue to receive mail that you consider to be SPAM (or Backscatter Spam) you can send it for review by doing the following (this does not work if you are using a Mac):

- Open Lotus Notes
- Select the message in your Inbox
- Click the Actions menu and choose This is SPAM
What this action does is encapsulate the spam and ship it off to Symantec for review. Symantec will then update the spam filtering rules for Brightmail if enough such requests come in. The message will be moved to the Junk folder. You must go to your Junk folder, review the messages and delete them to permanently get rid of them.

IMPORTANT! Due to the nature of spammers, any email reported to Symantec older than 30 minutes will not be acted upon. If your spam email is older than 30 minutes simply delete it.