



CONFIGURING THE ANTI-SPAM

In this tutorial you will learn how to configure your anti-spam settings using the different options we provide like Challenge/Response, Whitelist and Blacklist.



EnterGroup Anti-Spam

EnterGroup offers multiple spam fighting technologies so that you can pick and choose one or more that are right for you. These include:

1. Filter

A technology that examines email content using Bayesian style matching and treat message as spam based on a preconfigured spam sensitivity rating.

2. Rule Magic

Rule Magic is a feature that learns how your emails should be organized. If a spam message is missed by our filters, you can simply move it to the spam folder so that similar messages are delivered directly into your Spam folder upon receiving another spam of similar content.

3. Challenge / Response

This white listing technology will automatically send a response to someone who has never sent you an email before while holding their email they sent you in an escrow mailbox; they will then be required to visit a website to verify they are not a machine. Once visited their email will be released to your Inbox and future emails will be delivered without delay.

4. Whitelist

This utility allows you to add email addresses to a white list, in other words, an email address that you enter here will never be treated as spam.

5. Blacklist

This utility allows you to add email addresses to a black list, in other words, an email address that you enter here will always be treated as spam.



Configuring EnterGroup Anti-Spam

Accessing the Anti-Spam Section

1. Using the **Navigation Bar**, Click on **Settings**



To the right is a picture of the EnterGroup **Settings Bar** which lists the different pages of setting options you can change. On the **Settings Bar**, click **Anti-Spam**.

2. This will display the **Anti-Spam Options** in the main window area.



EnterGroup Filter Settings

ABOUT THE FILTER

EnterGroup's Filter is a very unique and customizable Anti-Spam & Anti-Virus technology that we have deployed. We use a combination of spam technologies that allow you to fine tune your spam settings to your taste. It attempts this by examining the content of the message using a lengthy list of criteria that is commonly found in E-mail that is Spam. This method is called Bayesian-style matching. It is not an exact science although research shows that it works in 95 - 99% of cases.

ACCESSING THE FILTER CONTROL

To access the filter, go to your Anti Spam Options section (see above for details) and select the filter from the list. This should open up a screen similar to the one shown below:

The Filter screen allows you to configure your spam threshold, your anti-virus settings as well as Rule Magic.

Rule Magic Status: Spam Folder Only [Learn about Rule Magic](#)

Anti-Virus scanning of new mail: Enabled

Automatically add recipients I send mail to, to my Contacts folder: Enabled *All email addresses in your contacts folder are also on your whitelist*

Enable	Spam Sensitivity	Action
<input type="checkbox"/>	If mail appears to be Hard to tell that it is spam,	send a validation request to sender.
<input checked="" type="checkbox"/>	If mail appears to be Likely that it is spam,	forward to spam folder.
<input type="checkbox"/>	If mail appears to be Very Likely that it is spam,	discard message.

Update Settings

CONFIGURING THE FILTER CONTROL

Each message that comes into your account is rated for a spam score. The possible score ratings are:

- **Very Unlikely** that this message is spam.
- **Unlikely** that this message is spam.
- **Hard to tell** that this message is spam.
- **Likely** that this message is spam.
- **Very Likely** that this message is spam.
- **All messages** that come in.

You can setup up to 3 actions for each of the scores listed above, they are:

- **Challenge / Response system**
Refer to page **x** for more details.
- **Forward message to your Spam Folder**
This feature will forward or move the email message into your Spam folder located within your account.
- **Discard Message**
(Exercise Caution) when using this feature. This feature will discard or remove the email message permanently from EnterGroup and not respond to the sender.

The screenshot below shows a common configuration of the filter:

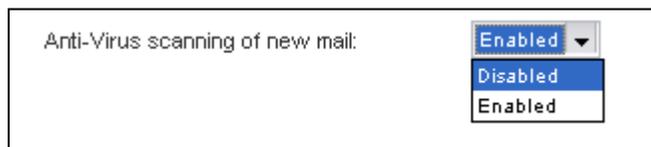
Enable	Spam Sensitivity	Action
<input checked="" type="checkbox"/>	If mail appears to be Hard to tell that it is spam,	send a validation request to sender.
<input checked="" type="checkbox"/>	If mail appears to be Likely that it is spam,	forward to spam folder.
<input checked="" type="checkbox"/>	If mail appears to be Very Likely that it is spam,	discard message.

You can use the enable check box to enable or disable those you want. Please note that if you uncheck all of the Enable'd features, this will disable the EnterGroup Filter Anti-SPAM engine.

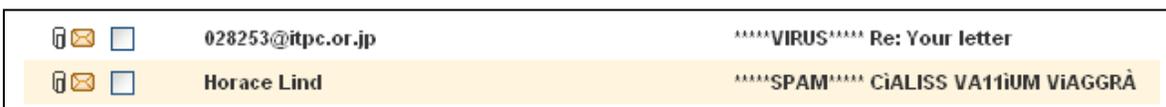
Exercise caution when changing the Spam sensitivity. You may cause unexpected results. After making a change, you will want to verify that the Filter is working the way you intended. By changing to a more likely spam setting will cause fewer messages to be tagged as spam. By changing to a less likely spam setting will cause more messages to be tagged as spam.

ANTIVIRUS

Our Filter also has a very strong anti-virus enabled system. You can enable or disable it from the Filter Control Screen.



By default all of your incoming email messages are scanned for viruses that may be harmful to your computer. If a virus is detected we will deliver this suspect message to your Spam folder and attach the original email message to a wrapped email that is not harmful. We will also tag the email with the ******VIRUS****** subject line as shown below:





Rule Magic

Rule Magic is a unique feature to EnterGroup that adds a bit of artificial intelligence to your email. This intelligent feature learns how your mail should be sorted based on your actions and over a short period of history it can automatically sort your email without setting up the sometimes tedious static mail rules.

CONFIGURING RULE MAGIC

You can access the Rule Magic setting by visiting the Filter Control Screen. You can also access it via Settings -> Mail Rules -> Rule Magic.

The screenshot shows a yellow header bar with the text "Rule Magic Settings". Below it, the label "Rule Magic Status:" is followed by a dropdown menu. The dropdown menu is open, showing four options: "Spam Folder Only" (selected and highlighted in blue), "Disabled", "Spam Folder Only", and "Enabled".

- **Disabled:** This will stop Rule Magic from sorting your emails.
- **Spam Folder Only:** Enabled for only detection of spam via the Spam folder.
- **Enabled:** This activates rule magic to sort all your emails

USING RULE MAGIC

Once enabled, simply move your email messages into the folders that they should belong, in the future the system will learn to automatically deliver your mail into the appropriate folder.

For example if you find a spam message has been missed by the spam engine simply move it into the Spam folder, our system will learn from this move operation and attempt to deliver it directly into your Spam folder upon receiving another spam of similar content. This feature can be enabled for only detection of spam via the Spam folder or it can also be enabled to help sort your mail without setting up tedious static mail rules.



While this will take a few days of training it can become very accurate in a relatively short time period.



Challenge Response

This white listing technology will automatically send a response to someone who has never sent you an email before while holding their email they sent you in an escrow mailbox (Spam/Unverified folder). They will then be required to visit a website to verify they are not a machine. Once visited their email will be released to your Inbox and future emails will be delivered without delay.

CHALLENGE RESPONSE WALKTHROUGH

To better understand how challenge and response works, consider this example. User is an EnterGroup user and she uses EnterGroup's Challenge / Response to protect her Inbox. Sammy, one of her friends sends her an email. (Sammy is not included in Users contact).

The email is placed in hold in User's 'Unverified' folder. This folder is a sub-folder to the Spam folder.



At the same time, Sammy receives an email from EnterGroup:

The recipient of the message you recently sent uses an anti-spam blocking system. We do not have your email address in our database as a human verified sender.

Your email was not delivered to the recipient. Please verify that you are a human by clicking below. This is the only time you will be asked to perform this.

Click on the following URL or copy and paste this URL into your web browser to verify your email address:

<http://www.entergroup.com/ff.html?r=112243238714093>

Verification Number: 112243238714093

Thank you,

EnterGroup

<http://www.entergroup.com>

Once Sammy clicks on the verification link provided in the email, this will open up the EnterGroup website and the following message will be displayed:

Your email address (**sammy@domain.com**) has been verified!. Thank you, all future and current emails will be delivered to your recipient.

Sammy has now been added to EnterGroup global Whitelist. Her email is automatically moved from the unverified folder and delivered to our inbox. Future emails from Sammy will be delivered directly to the Inbox.

CONFIGURING CHALLENGE / RESPONSE

To configure Challenge/Response, simply visit the Filter Control screen by visiting Settings -> Anti-Spam -> Filter Settings.

Enable	Spam Sensitivity	Action
<input checked="" type="checkbox"/>	If mail appears to be <input type="text" value="Hard to tell"/> that it is spam,	send a validation request to sender.
<input checked="" type="checkbox"/>	If mail appears to be <input type="text" value="Likely"/> that it is spam,	forward to spam folder.
<input checked="" type="checkbox"/>	If mail appears to be <input type="text" value="Very Likely"/> that it is spam,	discard message.

Make sure that you have checked the Enable'd option for the action 'send a validation request to sender'. You can configure the Spam Sensitivity according to your needs.

CONFIGURING CHALLENGE / RESPONSE

As explained in the previous page, your sender will receive an email requesting them to validate themselves. This message can be edited by visiting your Anti-Spam section and clicking on **Validation Message**. Fill in the fields, and click on the **Update Message** to save your settings.



My Whitelist

When the EnterGroup Spam Engine is in use there may be certain remote cases where false positives occur. In other words, emails those look like spam to our spam engine but in fact come from a trusted email address that is not spam. This utility allows you to add email addresses to a white list, in other words, an email address that you enter here will never be treated as spam.

Add an email address or domain to whitelist

Email Addresses and Domains on Whitelist

Edit | **Delete**

ADDING A WHITELIST

1. Click in the 'Add an email address or domain to whitelist' button
2. Enter the email address you want to whitelist in the text box. E.g:

Add an email address or domain to whitelist

Email Address or Domain Name: *

Add Email Address or domain to Whitelist

If you want to whitelist all emails from a particular domain name, simply enter the domain name. E.g.:

Add an email address or domain to whitelist

Email Address or Domain Name: *

Add Email Address or domain to Whitelist

3. Click on 'Add Email Address or domain to Whitelist' to save the email address or domain name.

 *All email addresses in your Contacts folders are also on your whitelist, even though they do not appear in your whitelist.*

AUTO-WHITELISTING

EnterGroup also offers to open that allows you to atomically add contacts you send emails to your Contact Folder. This means that if you send mail or reply to any recipient, they will be added to your Contacts folder and to your whitelist. To enable it, simply select 'Enabled' from the drop down menu, and click to Update Settings.



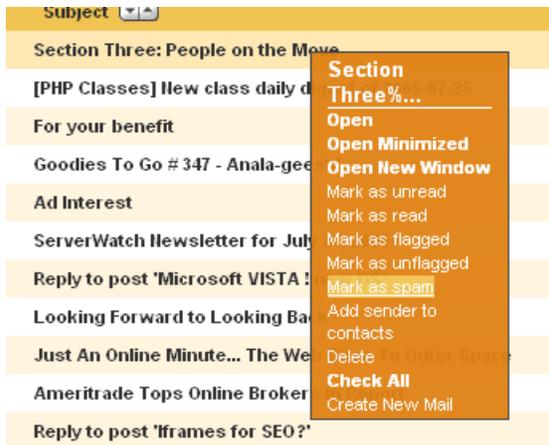
My Blacklist

When the EnterGroup Spam Engine is in use there may be certain remote cases where spam is not detected by our spam engine. This is very rare. This utility allows you to add email addresses to a black list, in other words, an email address that you enter here will always be treated as spam and the emails will be forwarded to your Spam folder.

ADDING A WHITELIST

Adding a blacklist is similar to adding a whitelist (see above.) Once again, you can blacklist an email address or domain name.

You can also add a contact to your Blacklist by right-clicking the email and select 'Mark as Spam' from the context menu:





Preventing Spam

Method 1: Mark as Spam

If you receive an email in your Inbox that you want to mark as spam email:

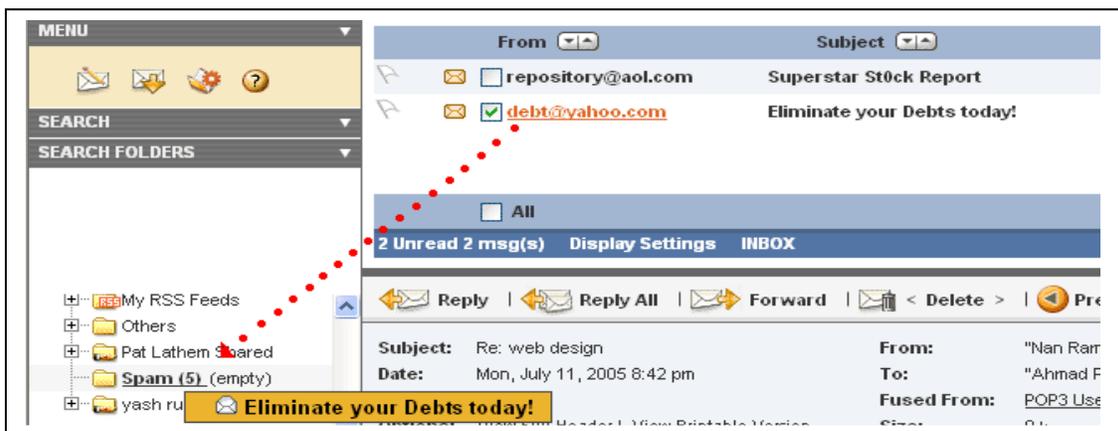
- Select the emails (or emails).
- Right-click the selected email(s)
- Select Mark as Spam from the drop down menu.



Method 2: Drag-and-Drop

If you have Rule Magic enabled, you can simply drag-and-drop spam emails to your Spam folder to mark it as spam. Rule Magic will remember this move and apply it to similar emails in the future.

- Select the emails (or emails).
- Drag-and-Drop the email into the Spam folder. (Note: You must have Rule Magic enabled.)



Method 3: Blacklisting

See page X for details



Preventing False Positives

Method 1: Mark as Not Spam

If you receive a spam email in your Spam folder, and you want to remove it from the Spam folder and at the same time prevent this from happening again:

- Select the emails (or emails).
- Right-click the selected email(s)
- Select Mark as Not Spam from the drop down menu.



Method 2: Drag-and-Drop

If you have Rule Magic enabled, you can simply drag-and-drop the spam emails to your Inbox to mark it as not spam. Rule Magic will remember this move and apply it to similar emails in the future.

- Select the emails (or emails).
- Drag-and-Drop the email into the Spam folder. (Note: You must have Rule Magic enabled.)

Method 3: Whitelist

You can simply whitelist the email address or the domain name of the email address to prevent emails from that sender to be tagged as spam. For more information on Whitelist, refer to page 11.



Spam Frequently Asked Questions

Question: I am still receiving SPAM in my Inbox.

Answer: If you are still receiving SPAM in your EnterGroup Account you will want to adjust your Filter Anti-Spam settings. You will find these settings in the settings section of the EnterGroup Webmail interface. Click on Anti-Spam in the left column of your browser. Then click on the Filter Control

As you will notice we have some good information on the Filter settings on this page. You have three actions that can be processed when encountering spam, they are:

- Respond to new email senders asking them to verify that they are a human and not machine generated SPAM
- Forward the email to your Spam Folder
- Discard the email message

You may choose to enable one or all of these actions. For each action you will need to choose the SPAM sensitivity setting to process that action. If you have one of these actions enabled and are still receiving SPAM, you should loosen the SPAM sensitivity. For example, if the SPAM sensitivity is set to "Very Likely", try changing this to "Likely".

Question: How do I eliminate 100% of all SPAM?

Answer: You can configure EnterGroup's Anti-Spam Engine to eliminate 100% of all SPAM. This works by verifying that each and every person sending you email has been a verified human.

If someone sends email to your account that we do not have any record of in our database, we will send an email back to the sender asking them to verify they are a human and not machine generated SPAM. While EnterGroup waits, the senders original email message is placed in your Spam/Unverified mail folder. Once the sender has responded, all of their email messages in your Spam/Unverified folder will be delivered as it normally would. In addition, all future emails from this person will be delivered without delay to your account as they are now a verified human sender.

Enabling full verification of all senders

You need to adjust your Filter Settings. These settings can be found in the settings section of the EnterGroup Webmail interface. Click on Anti-Spam in the left column of your browser. Then click on Filter Control.

Select the checkbox to enable the send a validation request to sender. In addition, change the Spam Sensitivity to: All Messages for this action. You can now uncheck to disable the other two SPAM actions, forward to spam folder and discard message. This is all you have to do; we will now make sure that each email address sending you email has been verified.

Question: I received a spam email from my own email address or domain.

Answer: The From address is typically forged in these kind of emails. A person can send email pretending to be from your account without knowing your password. Worm mails often do this to convince the receiving person to open the mail. Sometimes the addresses that the virus is sent to do not exist, and then you get the infected bounce message. We would recommend that you turn on antivirus scanning in Settings -> Anti-Spam -> Filter if you have not already done so. This will send all of these messages to your Spam folder so you will not have to deal with them.

Question: What is the SpamAssassin threshold you use?

Answer:

Spam Sensitivity	SpamAssassin Score
Very Unlikely	2.0
Unlikely	2.9
Hard to tell	4.0
Likely	5.0
Very Likely	8.5