In response to LAMC users' requests to limit the number of unsolicited email messages (SPAM) delivering in email inboxes, IT department implemented a centralized spam detection system called Symantec Brightmail Anti Spam or Brightmail server.

If you had identified the Spam email by the subject line e.g. [Spam]Spam or [Spam]. This is a False-Positive. False-Positive results when Brightmail believes that a message is SPAM when it in fact is not SPAM. According to Symantec’s published statistics, this will occur 1 time for every 1,000,000 email messages received.

If you had received the spam email but there is no [SPAM] tag on the subject line, then this is a False-Negative. False-Negative results when Brightmail determines that a message is not SPAM when it in fact is SPAM. According to Symantec’s published statistics, this will occur 5 times for every 100 SPAM messages you receive. In other words this filter will catch 95% of your SPAM.

IT department recommends that you setup email filtering rules to move the spam tagged messages to the Junk-Email folder. The following instructions will guide you how to create a rule in Outlook Web Access to minimize Spam messages.

Use Microsoft Internet Explorer to open Outlook Web Access at http://eagle.lamission.edu

Once you have logged in, on the bottom left of the window click "Rules"
At the top of the screen click the "New..." button
1. In the Rule Name field enter: Spam
2. Press tab to move to Subject contains field and enter: [Spam]
3. At the bottom under "Then" select: Delete
4. At the top click "Save and Close"

If you see the Webpage Dialog box select the check box next to "Please do not show me this dialog again" and click "OK"
You should now see “Spam” listed under Rule Name and the rule is now in affect.

Click on the "Inbox" button to go back to your email messages.