

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>

The screenshot shows the Outlook Web Access interface. The left navigation pane contains a list of folders: Garcia, Jerry; Calendar; Contacts; Deleted Items (8); Drafts [19]; Inbox; Journal; Junk E-mail; Notes; Outbox; RSS Feeds; Sent Items; Subscriptions; Sync Issues; and Tasks. Below this list is a vertical menu with buttons for Inbox, Calendar, Contacts, Tasks, Public Folders, Rules, and Options. The 'Rules' button is highlighted with a red circle and a red arrow pointing to it. A text box with a white background and red text is overlaid on the bottom left, stating: "Once you have logged in, on the bottom left of the window click 'Rules'". The main content area shows a list of emails in the 'Inbox' folder, with columns for 'From' and 'Subject'. The top email is from 'Pearl, Maury Y.' with the subject 'Employee Benefits Open Enrollment'. Below the list, the details of the selected email are visible, including the sender's name and the subject line.

From	Subject
Pearl, Maury Y.	Employee Benefits Open Enrollment
Tran, Hanh	RE: LAMC Open Enrollment
Tran, Hanh	LCD for Pat Flood
Manning, Debra K.	FW: Veterans Day Ceremony
Barnes, Olga M. (LAMC)	FW: WEIGHT WATCHERS STARTS TODAY - .
Tran, Hanh	FW: DEC use
Blanco, Josefina	Thank you for the info
La Bash, Margaret A.	FW: Printer Services / Acquisition / Contact .
Murphy, Laura L.	Thanks
Garcia, Carlos R.	FW: SAP list
Sirunian, Marianna	RE: Your DEC Request
Money, Sheila U.	thanks
Money, Sheila U.	DeOtero

Employee Benefits Open Enrollment
Pearl, Maury Y.
To:
Cc:

As you are probably aware, this year all college employees are re...
Postal (<https://postal.lamission.edu/portal>) to complete the Op...
ms in acce...
system can...
gotten or ex...
relate this p...

Once you have logged in, on the bottom left of the window click "Rules"

The screenshot shows the Outlook Web Access interface. At the top, the 'Rules' tab is selected and circled in red. Below the tab is a toolbar with buttons for 'Save and Close', 'Close', 'New...', 'Change Rule...', and 'Help'. A yellow warning banner reads: 'This rule cannot be modified by Outlook Web Access.' Below the banner, a rule is displayed with the name 'Clear categories on mail (recommended)' and conditions: '[Spam]' and ''QuickCert' or '@postnet.com''. A red arrow points from the 'New...' button in the toolbar to a text box that says: 'At the top of the screen click the "New..." button'. The left sidebar shows a folder tree for 'Garcia, Jerry' with folders like 'Calendar', 'Contacts', 'Deleted Items (55)', 'Drafts [19]', 'Inbox', 'Journal', 'Junk E-mail [8]', 'Notes', 'Outbox', 'RSS Feeds', 'Sent Items', 'Subscriptions', 'Sync Issues', and 'Tasks'. At the bottom, a navigation bar includes 'Inbox', 'Calendar', 'Contacts', 'Tasks', 'Public Folders', and 'Rules'.

Rule Name (optional)

When a message arrives

Where the

From field contains

Subject contains

Importance is

Sent to

People or Distribution List

Or is Sent only to me

Then

Move it to the [specified](#) folder

Copy it to the [specified](#) folder

Delete it

Forward it to

Keep a copy in my Inbox

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"

Microsoft Office Outlook Web Access Rules

Save and Close Close New... Change Rule... X

This rule cannot be modified by Outlook Web Access.

Rule Name
Spam
Clear categories on mail (recommended)
'QuickCert' or '@postnet.com'

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.

Inbox
Calendar
Contacts
Tasks