



## Personal Mail Manual and Help

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# **Administering your email account**

# Introduction to Personal Mail

Personal Mail is a full-featured accessory that allows you to easily configure your email account functions. Using Personal Mail you can configure forwarding, spam filtering and autoresponders as well as change your email account password.

Personal Mail includes the following functions:

- Account
- Autoresponders
- Spam Filtering

These functions can be accessed by clicking the desired tab from the Personal Mail main page.

# Version history

Current help version: [1.2](#)

Last updated: 2003/05/26

# **Managing your mail account**

# Introduction to the account function

The Personal Mail's "Account" function allows you to manage various aspects of your mail setup. Using this function you can:

- View your mail account information
- Change your account's password
- Forward your email account

To access the Account function, click the "Account" tab from the Personal Mail main page.

# Changing your password

To change your email account's password:

1. Enter the new password in the "Password" textbox.
2. Click the "Apply" button to save the new password or click the "OK" button to save the new password and exit Personal Mail.
3. To cancel the operation and exit Personal Mail, click the "Cancel" button.

# Email forwarding setup

The "Account" function allows you to forward your email account to another email address.

To forward an email account, enter an existing email address in the "Forward To" textbox. You can forward an account to multiple addresses by entering the addresses in the "Forward To" textbox, separated by commas and with no space. To change the "Forward To" account(s), enter the new email account(s) in the "Forward To" textbox.

You have also the option of keeping a copy of email in the forwarded account mailbox after forwarding the account. Click the " Keep a copy of forwarded email in this account's mailbox " checkbox to activate this option.

Email forwarding can be cancelled by deleting the "Forward To" account(s).

After making the necessary changes click the "Apply" button to complete the operation or click the "OK" button to save changes and exit Personal Mail. Click the "Cancel" button to cancel the changes and exit Personal Mail.

# **Replying automatically to incoming messages**

# Introduction to autoresponders

The "Autoresponder" function allows you to automatically reply with a pre-written message to all or certain email sent to your email address. For example, you could set up an autoresponder when you are out of office for a few days or alert those emailing you that you are away.

Click the "Autoresponder" tab from the "Personal Mail" main page and the autoresponder page will be displayed.

# Creating an autoresponder

To create an autoresponder for your email account, click the "Add" button from the "Autoresponder" main page. A new page will be displayed that allows you to create a new autoresponder for your account. You can create as many autoresponders as you need.

Enter a name for the autoresponder in the "Responder name" textbox.

The next step is to specify the email messages that you want this autoresponder to reply to by setting a condition. Email messages that meet this condition will receive this autoresponder as their reply. If you want the message sent to everyone who sends an email to the account, choose "no condition" from the "Email Header Field" list and leave the "Search Text" textbox blank. This is the default.

If you want the autoresponder to reply to messages from a specific address, choose the "From an address" option from the "Email Header Field" drop-down list and enter the desired email address in the "Search Text" textbox. You can enter multiple email addresses in the "Search Text" textbox. Each address must be separated by a comma, with no spaces before or after.

You can set the autoresponder to reply to the email messages that are sent to a specific address. For example, if an email has the specified address in its "CC:" field, the autoresponder will apply to it. Choose the "To an address" option from the "Email Header List" and enter the email address in the "Search Text" textbox. You can enter multiple email addresses in the "Search Text" textbox. Each address must be separated by a comma, with no spaces before or after.

You can reply to messages whose subject contains specific keywords. Select the "where Subject contains" option from the "Email Header Field" list and enter the keywords in the "Search Text" textbox.

Enter the autoresponder's message in the "Responder Message" text area and click the "Apply" button to complete the operation, or click the "OK" button to save the autoresponder and return to the autoresponder main page. Click the "Cancel" button to cancel the operation and return to the autoresponder main page.

**Note:** autoresponders do not work if your account is forwarded.

# Activating and deactivating an autoresponder

In order for an autoresponder to work, you must activate it.

To activate an autoresponder, highlight the desired responder from the "Inactive Responders" list and click the "on" button. The autoresponder will be moved to the "Active Responders" list.

To deactivate an autoresponder, select it from the "Active Responders" list and click the "off" button. The autoresponder will be moved to the "Inactive Responders" list.

# Editing an autoresponder

You can edit an existing responder by using the Edit option of the Autoresponders window. If the responder you want to edit is active, you must deactivate it first, because the autoresponder function does not allow an active responder to be edited. Once you have made certain that the autoresponder you wish to edit had be deactivated, follow these steps:

- Highlight the responder you want to edit from "Inactive Responder" list and click the "Edit" button. The responder details will be displayed.
- Make the necessary changes to the responder fields.
- Click the "Apply" button to complete the operation or "OK" button to save changes and return to the Autoresponders main page.
- Click the "Cancel" button to cancel the operation and return to the Autoresponders main page.

# Deleting an autoresponder

The Autoresponder function allows you to delete your autoresponders. If the responder you want to delete is active, you must deactivate it first, because the Autoresponders function does not allow an active responder to be deleted. Once you have ensured that the autoresponder you wish to delete has been deactivated, use the following steps:

- Highlight the responder you want to delete from the "Inactive Responder" list
- Click the "Remove" button. You will be prompted to confirm the deletion.
- The responder will be removed permanently. To recreate the responder you must use the "Add" option.

# **Eliminating spam from your mailbox**

# Introduction to SPAM filtering

The SPAM filtering function of Personal Mail allows you to prevent unsolicited email (SPAM) from reaching your mailbox.

By enabling SPAM filtering for your account, your email is sorted into two categories:

- **Blocked:** Mail flagged as probable SPAM, but is not necessarily SPAM. This also includes specific email addresses you may mark as "blocked" under the Advanced SPAM Filtering options.
- **SPAM:** Mail that is, according to the filter, definitely SPAM.

All of these categories of email are saved by default in the following folders:

- BLOCKED.mail
- SPAM.mail

**Please note:** Any email which does not fall into one of the above categories will be sent to your mailbox, as usual.

You may elect to delete any incoming email in these categories in the Advanced SPAM Filtering interface. Each folder is created the first time you receive any email that falls into these categories. To access these folders you must be using either WebMail or PINE. In WebMail you can view these folders and their contents by clicking on the "folder management" button.

By disabling SPAM filtering for an account, all email will be delivered directly to your mailbox.

The Personal Mail SPAM Filtering function uses SPAM Bouncer version 1.5.

# Enabling spam filter

To enable spam filter for your account, click the "Enable Spam Filtering" checkbox. Click the "Apply" button to complete the operation, the "OK" button to complete the operation and exit Personal Mail, or the "Cancel" button to cancel the operation and exit Personal Mail.

By enabling the spam filtering for your account, a set of default options will be activated for it. If you want to change this default setting you should use the "Advanced" options of spam filtering.

When you enable the spam filtering for your account using the default options, any definite or probable spam sent to that account will not be deleted.

To disable Spam filtering, simply uncheck the "Enable Spam Filtering" checkbox, and click "OK" or "Apply".

## **Advanced spam filtering**

# Advanced spam filter settings

To configure advanced SPAM filtering for an account, log in to your Personal Mail account and click on the "SPAM Filtering" tab. Ensure the "Enable SPAM Filtering" option is checked. Click the "Advanced" button to configure advanced SPAM filtering. In the interface that comes up, the settings are divided into four categories:

- SPAM Storage
- Blocked Languages
- SPAM Filtering Lists
- Miscellaneous Features

When you have finished configuring the advanced features, click "OK" or "Apply" to save your settings. For more information on these categories, please refer to the other topics in this section.

To restore the default advanced SPAM filtering settings for your account, open up the advanced settings and click on the button labeled "Restore Defaults". Then click on "OK" or "Apply" to save the default settings.

# SPAM Storage

This section allows you to choose your storage preferences for the various types of mail the SPAM filter identifies (i.e. SPAM, blocked). You may elect to either save or automatically delete each type of email the SPAM filter recognizes.

**Please note:** There is always a risk that the SPAM filter may classify legitimate email as SPAM. You may not want to enable the deletion of SPAM, blocked, and bulk mail, if you are concerned about this possibility.

# Blocked languages

This section of the Advanced SPAM Filter functionality deals with incoming emails that use multilingual character sets. Email written in the following languages are automatically blocked when checked:

- Arabic
- Chinese
- Cyrillic
- Greek
- Hebrew
- Japanese
- Korean
- Russian
- Turkish

If you receive legitimate email in one or more of these languages, please be sure to uncheck those languages in this section of the settings.

# SPAM filtering lists

SPAM filtering lists are maintained by independent organisations which track where and how SPAM is delivered. By electing to use one or more of these lists, you will increase the spam filter's ability to catch incoming SPAM. An explanation outlining what each list available to the SPAM filter tracks can be found below. This will allow you to decide which, if any, of the filtering lists you wish to use.

**DSBLCHECK:** Blacklist of single-stage open relays -- IP addresses of SMTP servers that relay email for any user on the Internet, addressed to any other user on the Internet. This list contains the IP addresses of confirmed open SMTP relays, open proxy servers, and web sites with insecure *formmail.pl* scripts. Entries to this list are from trusted users only. The DSBL is a "Son of ORBZ" blacklist, and as such is somewhat aggressive.

**DULCHECK:** Blacklist of dynamic IP addresses assigned to dial-up users. Now a pay service and available only if you have subscribed. (NOTE: If you enable this blacklist without first subscribing to it, all queries against it will result in a negative response. No spam will be detected.)

**FTSGRSSCHECK:** Blacklist of single-stage open relays -- IP addresses of SMTP servers that relay email for any user on the Internet, addressed to any other user on the Internet.

**MONKEYFORMMAILCHECK:** Blacklist of web sites with insecure versions of the *formmail.pl* script, which SPAMmers can abuse to send SPAM with untraceable headers.

**OSORCHECK:** Blacklist of single-stage open relays verified as open by the Osirusoft tester. This is a respected open relay list, but more aggressive than RSLCHECK.

**RFCIPWHOISCHECK:** Blacklist of IP blocks with blank or invalid whois information.

**RSLCHECK:** Blacklist of single-stage open relays hosted at *visi.com*. The RSL is the most conservative open relay blacklist supported by the SPAM filter; it removes all entries after 90 days and will remove any entry on request. This list will block relatively less non-SPAM email than other blacklists of open relays, but may also not block some SPAM that others would have.

# Miscellaneous features

The following features can be configured in this section:

## **Always Allow List**

When an email is received from an address placed on the "always allow" list, that email automatically bypasses all SPAM filtering processes and is delivered to your inbox. Add email addresses to this list if there are certain addresses you wish to be certain you receive email from, no matter how you have configured the SPAM filter.

## **Always Block List**

Similar to the always allow list, except this list automatically blocks emails sent from the specified addresses.

## **Filtering Bypass Phrase**

This field allows you to define a code word which, if it appears in the subject line of *any* incoming email, will automatically bypass all filtering processes and be delivered to your inbox. This is useful if you want to ensure that certain people will always be able to send email to you, regardless of what email address they are using.

# More information about spam filtering

Spam Bouncer

<http://www.spambouncer.org/>

MAPS (Mail Abuse Prevention System )

<http://www.mail-abuse.org>

MAPS RSS (Relay Spam Stopper)

<http://mail-abuse.org/rss/>

MAPS RBL (Realtime Blackhole List)

<http://mail-abuse.org/rbl/>

MAPS DUL (Dial-up User List)

<http://mail-abuse.org/dul/>