University of Mary's Spam Solution

Spam is a growing problem worldwide. Spam causes productivity loss, network traffic, vast amount of corporate resources to be consumed and valuable server space to be lost. To combat this problem, University of Mary uses SonicWALL as a solution.
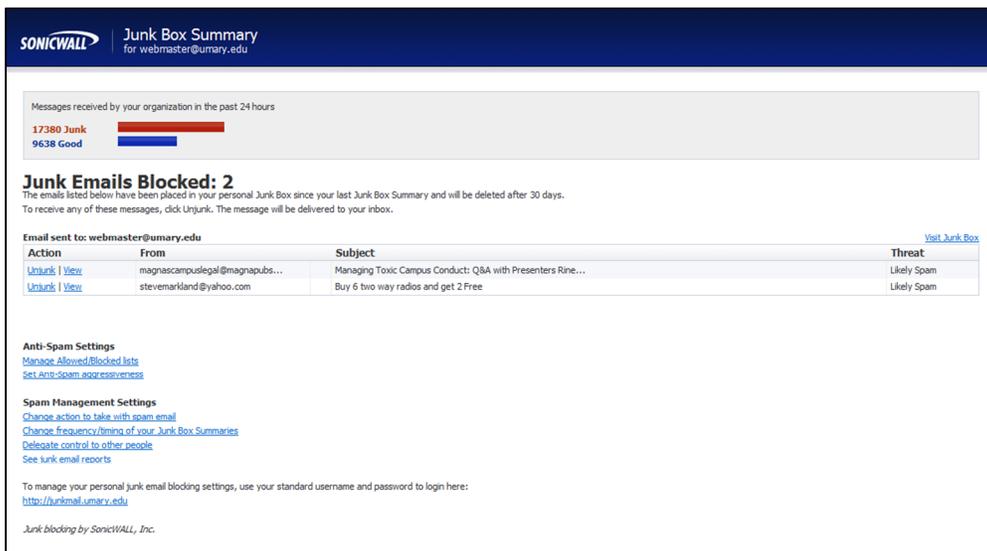
SonicWALL offers two useful features:

- A regular (weekly, daily, hourly, etc.) junk e-mail summary that allows users to recover any messages falsely marked as spam.
- The ability for an individual user to manage their spam settings.

How SonicWALL Works

- All incoming e-mail messages are directed to the SonicWALL Server, where they are scanned according to the spam filter settings.
- E-mails not considered spam, or that is on an individual users allowed list, are automatically forwarded to the MS Exchange Server, processed and moved to your email account.
- Messages exceeding the spam threshold are blocked on the SonicWALL server.

As many of you may have already noticed you have a new email (Junk Box Summary) appearing in you inbox.

The Junk Box Summary e-mail message that is delivered to your Outlook Inbox contains a listing of spam that is in your Junk Box. For most purposes you can manage all your spam from this email. To view a message, click on the View link. To have the message delivered to your Inbox, click on the UnJunk link. There are also several links that will allow you to log in to SonicWALL to manage your settings.

What if I get spam in my Outlook Inbox?

If you get spam in your inbox, all you have to do is highlight it and forward it to spam@umary.edu. SonicWALL monitors that account and will analyze the email to help enhance its GRID Network to help filter future spam.

Using SonicWALL

SonicWALL is a web-based application. You log in to SonicWALL using your UMARY mail account, username and password.

Logging in to SonicWALL
1. Open your web browser.
2. Access the SonicWALL web page at http://junkmail.umary.edu
3. At the SonicWALL log in screen, enter your account username and password.
4. Verify that the Domain drop-down box is set to UMARY
5. Click on the Log In button.
6. After logging in, you will be brought to your Junk Box. Any messages considered spam are stored in your Junk Box.

The Junk Box
The SonicWALL Junk Box and the Outlook Inbox have similar onscreen appearances and offer some of the same functionality. Both display the e-mail's sender, the time it was sent and the subject. Just like Outlook, SonicWALL also allows you to search e-mails by subject, date and sender.
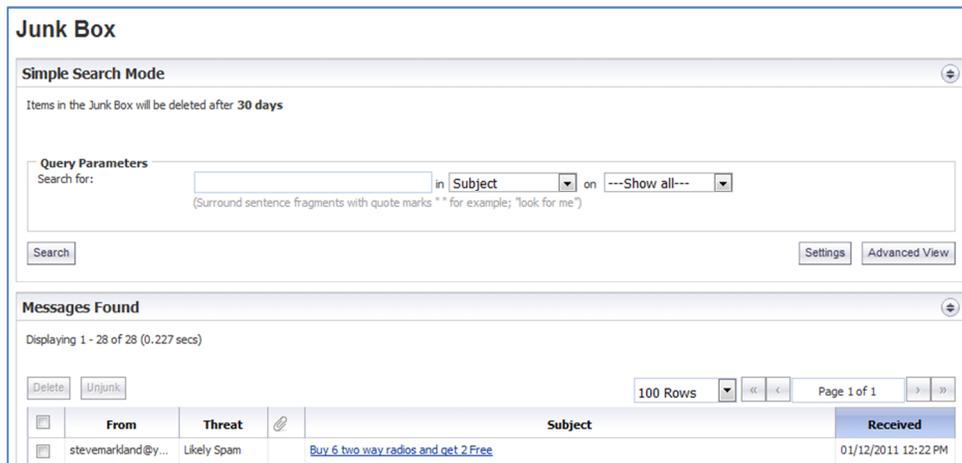
Reading Messages
To read a message in your Junk Box:
1. Click on the Subject of the message and the message will open in a separate window.
2. If you would like to have this message delivered to your Outlook Inbox, click on the UnJunk Message button. The message is delivered to Outlook and the sender is added to your Allowed list.
3. If you would like to leave this message in your Junk Box, close the message window.
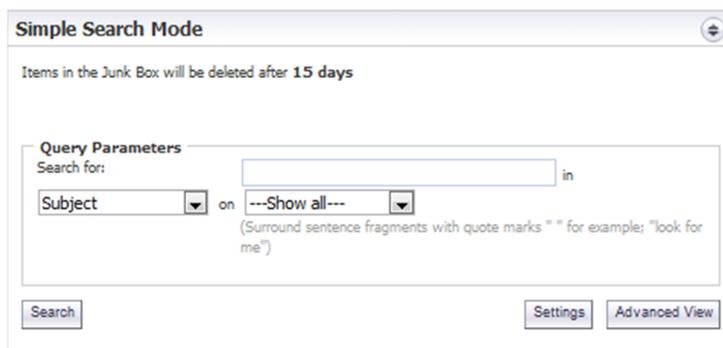
Sorting Your Junk Box

To sort the messages in your Junk Box, click on the message header you would like to sort by – From, Threat, Category, Subject or Date Time Received.
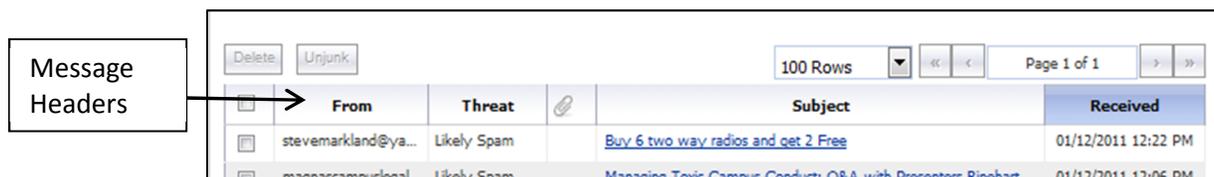
Searching Through Your Junk Box

The Search feature allows you to search for e-mail messages by Subject, Sender and Date. To search for e-mail messages:

1. Click in the Search field and enter your search criteria.
2. Click on the drop-down arrow and select the option you are searching on – Subject, Sender or Date.
3. Click on the Go button. The messages in your Junk Box will be filtered according to the criteria you entered.

Deleting Messages from your Junk Box

1. Click on the check box next to the message you want to delete. To delete all messages, click on the Check All button.
2. Click on the Delete button.
3. You will see a message that the e-mail message(s) you specified were deleted successfully.

Sending Messages from your Junk Box to your Outlook Inbox

1. Click on the check box next to the message you want to send to Outlook. To send all messages, click on the Check All button.
2. Click on the UnJunk button.
3. You will see a message that the e-mail message(s) you specified were "unjunked". The e-mail message(s) will be immediately delivered to your Outlook Inbox and the sender(s) will be added to your Allowed list.

SonicWALL is automatically configured to block spam for your e-mail account, but you may want to specify your individual settings for handling spam.

Anti-Spam, Anti-Phishing
The Anti-Spam, Anti-Phishing screen allows you to specify the anti-spam settings for your e-mail account. Once you specify the settings, any e-mail sent to you is checked against your personal settings. You have the ability to protect your e-mail account from spam you may receive from individual e-mail addresses, entire domains, listservs, and foreign languages.

Anti-Spam Aggressiveness
The Anti-Spam Aggressiveness screen allows you to personalize your spam settings even further. Tolerance levels for spam can be set by selecting one of the five pre-defined categories based on the blocking levels 1-5, where 1 is considered mild and 5 is considered strong.

To specify your individual settings:
1. From the Anti-Spam, Anti-Phishing menu, click on the Anti-Spam Aggressiveness link.
2. Click on the checkbox next to Adhere to Corporate Defaults to uncheck this option. Unchecking this option allows you to specify your own settings for handling spam.
3. For each of the categories explained below, click on a blocking level:
    a. GRID Network Aggressiveness – SonicWALL compiles worldwide allowed and blocked lists from for filtration. If you specify a higher blocking level here, your e-mail will be checked against this list on a higher level.
    b. Adversarial Bayesian Aggressiveness – this setting allows you to specify how much you will "trust" SonicWALL's filters to screen out unwanted email.
    c. Sexual Content, Offensive Language, Get Rich Quick, Gambling, Advertisements, and Images – specify how strongly you want SonicWALL to block content with this type of content in the subject or message.
4. When you have finished specifying the blocking levels, click on the Apply Changes button.

Languages
The Languages screen allows you to personalize your Foreign Language e-mail message settings.

To specify your individual settings:
1. From the Anti-Spam, Anti-Phishing menu, click on the Foreign Languages link.
2. Click on the checkbox next to Adhere to Corporate Defaults to uncheck this option. Unchecking this option allows you to specify your own settings for messages received in foreign languages.
3. For each of the Languages listed, click on one of the following options for each language:
   a. Allow All
   b. Block All
   c. No Opinion
4. When you have finished specifying the options for the various languages, click on the Apply Changes button.

Address Books
The Address books screen allows you to add People, Companies or Lists to the Allowed or Blocked Lists.
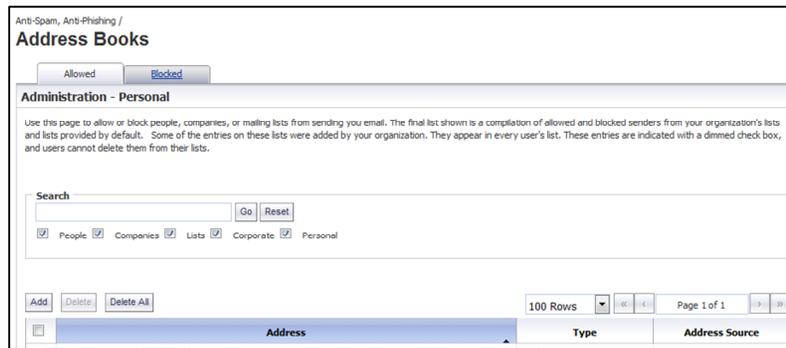
To specify people or companies to <u>allow</u>:
From the Anti-Spam, Anti-Phishing menu, click on the People or the Companies link.
1. Click on the Allowed tab.
2. Click on the Add button.
   o For People, type in the individual e-mail address (for example jdoe@yahoo.com). Press Enter to add more than one e-mail address to the list.
   o For Companies, type in the domain name (for example dell.com). Press Enter to add more than one domain name to the list.
3. Click on the Add button.
4. You will see a message "Added successfully" and the e-mail address(es) or domain name(s) will be added to your Allowed list.
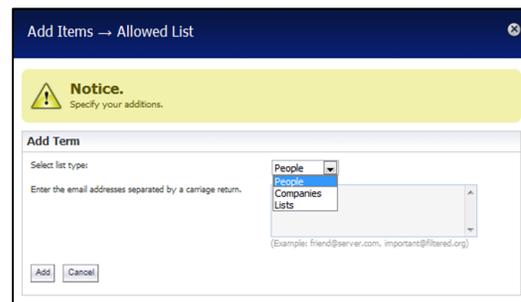
To specify people or companies to <u>block</u>:

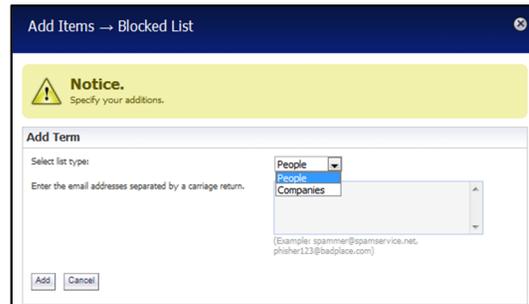From the Anti-Spam, Anti-Phishing menu, click on the People or the Companies link.

1. Click on the Blocked tab.
2. Click on the Add button.
   - For People, type in the individual e-mail address (for example jdoe@yahoo.com). Press Enter to add more than one e-mail address to the list.
   - For Companies, type in the domain name (for example hotmail.com). Press Enter to add more than one domain name to the list.
3. Click on the Add button.
4. You will see a message "Added successfully" and the e-mail address(es) or domain name(s) will be added to your Blocked list.

To specify lists to allow:

1. From the Anti-Spam, Anti-Phishing menu, click on the Lists link.
2. Click on the Add button.
3. Type in the mailing list address (for example mailinglist@example.com). Press Enter to add more than one mailing list address to the list.
4. Click on the Add button.
5. You will see a message "Added successfully" and the mailing list address(es) will be added to the Allowed list.

To remove people, companies or lists from the Allowed or Blocked lists:

1. From the Anti-Spam, Anti-Phishing menu, click on the People, Companies or Lists link.
2. Click on the Allowed or Blocked tab.
3. Click on the checkbox next to the address to delete.
4. Click on the Delete button.
5. You will see a message "Deleted successfully" and the address you specified will be deleted from the list.

Settings

The settings screen allows you to specify various management settings for your e-mail account. You can change how your spam is delivered, delegate access to other people to manage your junk box, and change the frequency of your junk box summary reports.

Delegate

The Delegate option allows you to give rights to another person to view/manage your SonicWALL account. Delegates can be chosen only from users with a UMARY e-mail account.

To add a delegate:

1. Click on the Settings menu, and then click on the Delegate link.
2. Click on the Add button.
3. Click in the "Find users whose e-mail address starts with" field and type in the user's full mail account user name, and then click on the Go button.
4. A list of matches will appear. Click on the check box next to the appropriate e-mail address, and then click on the Add Delegate button.
5. You will see a message that the delegate has been added successfully.

To delete a delegate:

1. Click on the Settings menu, and then click on the Delegate link.
2. Click on the check box next to the delegate's e-mail address.
3. Click on the Remove button.

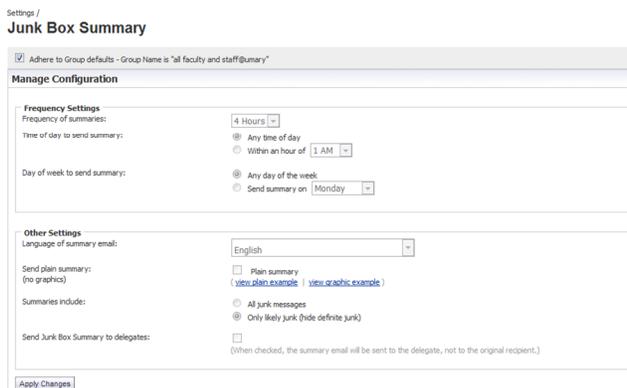#### Logging into an account for which you are a delegate

1. Log in to SonicWALL with your Username and Password.
2. If you were properly allowed to delegate a SonicWALL Junk Box, you will see "Sign In as My Delegates" at the bottom of every screen. Click on Sign In as My Delegates.
3. You will be directed to a login window with the available e-mail addresses of users whom assigned you as a delegate in a drop down menu. Select the persons e-mail address you wish to sign in as and click Login.
4. Once you are logged in to SonicWALL as a delegate, you have the same functionality you have with your own SonicWALL account.
5. To return to your own account, click on the Sign off button in the top left corner of the screen. You will return directly to your own SonicWALL Account.

Junk Box Summary

If you choose the setting to store messages in your SonicWALL Junk Box, a Junk Box Summary e-mail is delivered to your Outlook Inbox detailing the messages in the Junk Box. The default setting is to deliver the Junk Box Summary every 4 hours.

To change your junk box summary:

1. From the Settings menu, click on the Junk Box Summary link.
2. Click on the checkbox next to Adhere to Corporate Defaults to uncheck this option.
   Unchecking this option allows you to specify your own settings for the Junk Box Summary.

3. Click on the drop-down arrow next to Frequency of summaries and select your desired frequency (for example, 1 hour or 1 day). If you selected 1 day, you can also specify the approximate time you want the Junk Box Summary
to be delivered.
4. Click on the Apply Changes button.

Logging Off SonicWALL
To log off of SonicWALL, click on the Log out link located at the top right of the page. After thirty minutes of inactivity, you will be automatically logged off of SonicWALL for security reasons.