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## **QUESTION**

How do I enable spam filtering and set up the filters in my email program?

## **SOLUTION**

To effectively manage spam, CCIT's best-practice suggestions are:

- Establish a CCIT [quarantine inbox](http://cardea.mines.edu) (<http://cardea.mines.edu>).
- Enable the quarantine option on your quarantine inbox.
- Configure your email software with Inbox filters, or rules, that move spam-tagged messages to trash, to a spam folder, or delete them outright.

Spam-identified messages will now be filtered according to your settings. There are many email client programs and all have different filtering capabilities; you need to learn how to set up filters, or rules, for your particular email client.

You should routinely review your spam and quarantine mailbox to check for messages falsely marked positive for spam, whitelist the sender through your quarantine inbox account and move the message to your Inbox. See CCIT's [Spam Filtering](http://ccit.mines.edu/Filter-Spam) (<http://ccit.mines.edu/Filter-Spam>) web page for information on managing quarantine inbox accounts and preferences.

## **NOTES**

It is possible to set up filtering rules using [Exchange Mail](http://exchange.mines.edu) (<http://exchange.mines.edu>) but the rules reside on the server, where they use disk space and take up more than a fair share of other resources. CCIT prefers you use Thunderbird or Outlook if you need to filter spam, or set up other filters, on an Exchange Mail account; if that is not possible or convenient, submit a support request to the [Mines Help Center](http://helpdesk.mines.edu) (<http://helpdesk.mines.edu>) and we will be happy to work with you on a case by case basis.

## **AUTHOR**

DW/SG