

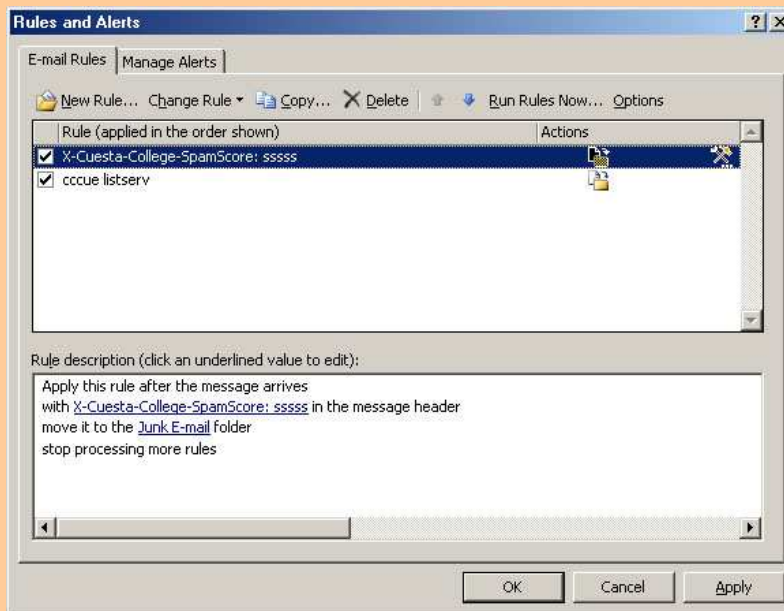
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## Alerting Computer Services of Spam and Legitimate E-mail

**IMPORTANT: This documentation assumes you already have a spam rule set up in Outlook. Do not use this documentation if a spam rule does not exist.**

### To check for the spam rule:

1. Click on the **Inbox** and then select **Tools > Rules and Alerts** from Outlook's menu bar. *The Rules and Alerts dialog will appear.*

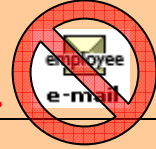


2. A rule titled, “X-Cuesta-College-SpamScore: sssss” should be listed among the rules in the upper pane of the dialog.

If the rule does not appear, contact Computer Services for assistance in setting up the rule.

**NOTE: These instructions only work with MS-Outlook,  
run from campus or via Citrix.**

**They will not work with Outlook Web Access via myCuesta.**



## ***Alert Computer Services of Spam in the Inbox***



### **Discussion**

Sometimes a spammer will be deceptive enough that their e-mail will receive an insufficient spam score by the Cuesta e-mail filter. In that case, the spam will not get moved to the Junk E-mail folder but will, instead, be delivered to your Inbox.

In that case, you can alert Computer Services by forwarding the spam *as an attachment*.



### **Procedures**

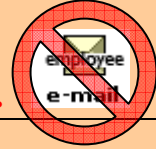
1. Create a new blank e-mail.
2. Address the new e-mail to “SPAM”.
3. Arrange the Outlook window and the new e-mail window so you can see both windows.
4. Drag the spam from the Inbox to the blank message area of the new e-mail.  
*A copy of the spam e-mail will appear as an attachment in the new e-mail.*
5. Send the new e-mail with the attached copy of spam to “SPAM”.
6. Delete the spam from your Inbox.



If you have more than one spam e-mail in your Inbox, you can drag copies of all of them to the one e-mail addressed to “SPAM”.

**NOTE: These instructions only work with MS-Outlook,  
run from campus or via Citrix.**

**They will not work with Outlook Web Access via myCuesta.**



## **Alert Computer Services of Legitimate E-mail in Junk E-mail**



### **Discussion**

Sometimes legitimate e-mail will receive a high spam score by the Cuesta e-mail filter, being incorrectly marked as spam. In that case, the legitimate e-mail will get moved to the Junk E-mail folder instead of being delivered to your Inbox.

In that case, you can alert Computer Services by forwarding the legitimate e-mail *as an attachment*.



### **Procedures**

1. Create a new blank e-mail.
2. Address the new e-mail to “NOTSPAM”.
3. Arrange the Outlook window and the new e-mail window so you can see both windows.
4. Drag the legitimate e-mail from the Junk E-mail folder to the blank message area of the new e-mail.  
*A copy of the legitimate e-mail will appear as an attachment in the new e-mail.*
5. Send the new e-mail with the attached copy of the legitimate e-mail to “NOTSPAM”.
6. Drag the legitimate e-mail from the Junk E-mail folder to your Inbox.



If you have more than one legitimate e-mail in your Junk E-mail folder, you can drag copies of all of them to the one e-mail addressed to “NOTSPAM”.