

# Managing Spam in E-Mail & More

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## Introduction

Verizon Online is constantly working to combat the amount of unwanted e-mail (spam) flooding your inbox. Verizon provides three powerful tools to reduce the amount of spam that reaches your inbox.

**Spam Detector** – Identifies e-mail as spam and provides you the choice of automatically deleting it or moving it to a folder that you specify.

**Block Sender** – Blocks e-mail messages that originate from anyone included on the Block Sender List you create.

**E-Mail Filters** – Identifies e-mail messages to which you can apply special processing. The rule used to identify the applicable e-mail messages also identifies how the e-mail is processed. You can send an e-mail to another address, move the e-mail to a specified folder, or automatically delete all e-mail that matches the rule you create.

## Verizon Online Spam Detector

Spam Detector is a free tool provided by Verizon that drastically reduces the amount of unwanted e-mail (spam) that you get. Spam Detector works by identifying and filtering spam before it clutters your inbox.

Once activated, Spam Detector remains active until you disable it.

### Controlling How Spam Is Processed

You have two options within Spam Detector for processing spam. You can automatically delete e-mail identified as spam or have it moved to a "SpamDetector" folder.

#### To define how spam is processed:

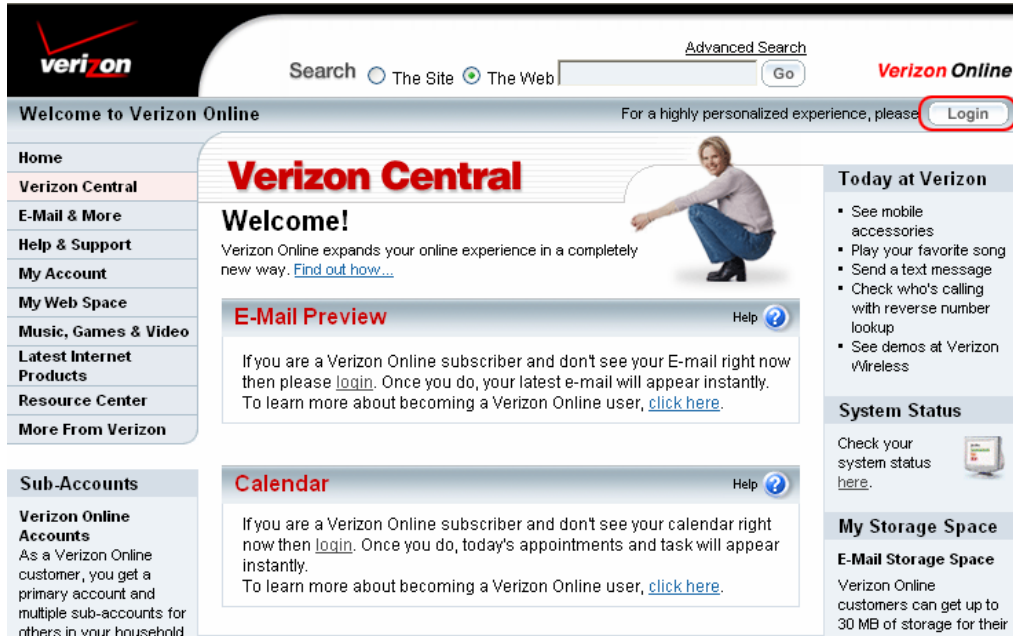
1. Click **E-Mail & More** in the left navigation column.
2. Click **Check My E-mail** in the left navigation column.
3. Click **Options** in the left navigation column.
4. Select the **Rules** tab.
5. In the Spam Filtering section, select **Delete incoming spam** to automatically delete all incoming email identified as spam.

**Or**

Select **Save spam in the "SpamDetector" folder** to temporarily store the spam in a special SpamDetector folder. Messages sent to the SpamDetector folder are stored for seven days and then are automatically deleted.

## Activating Spam Detector

If you started your Verizon Online service after July 13, 2001, Spam Detector was automatically enabled for you. You may want to verify that it is still enabled.

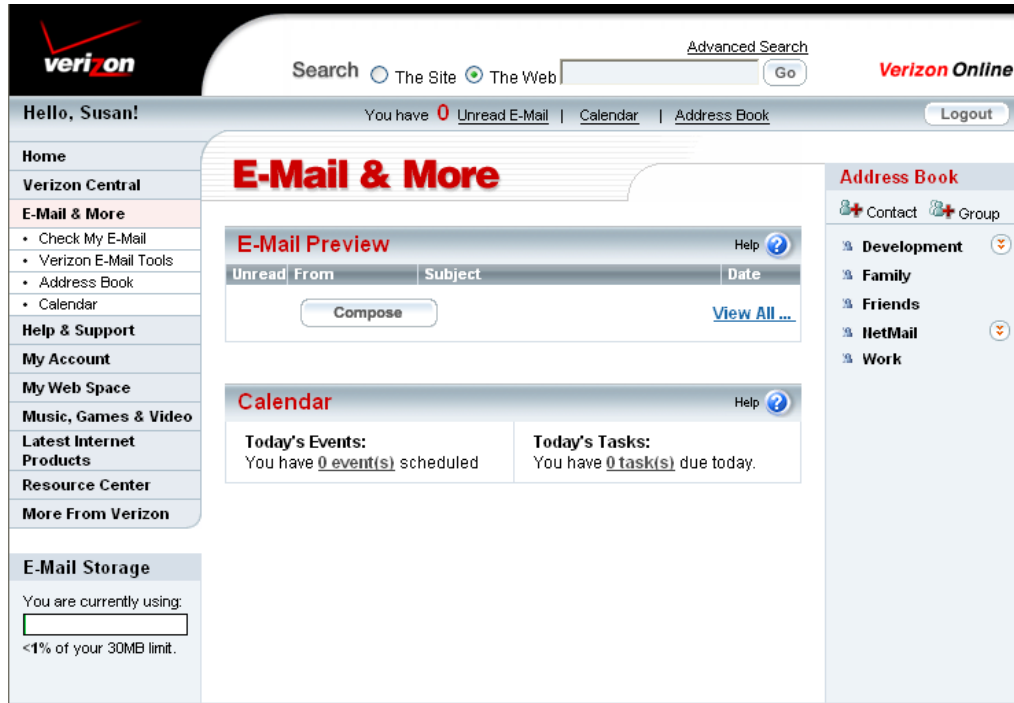


### To activate spam detector:

1. Go to Verizon Central at <http://netservices.verizon.net/portal/site/verizon/>.
2. Click the **Login** button in the upper right corner of the screen and enter your Verizon Online username and password in the appropriate fields.

➤ **Note:** This step can be skipped if you are already logged in to your account or sub-account.

3. Select **E-Mail and More** in the left navigation column.



4. Select **Verizon E-Mail Tools** in the left navigation column.
5. Select **Spam Detector** in the left navigation column.



6. To verify that Spam Detector is enabled, select **ON** and click **Submit**.

**verizon** Advanced Search

Search  The Site  The Web   **Verizon Online**

Hello, Susan! You have **0** Unread E-Mail | [Calendar](#) | [Address Book](#)

**My Account**  
**Verizon E-Mail Tools**

**Spam Detector** Help ?

Powered by Brightmail™

Spam Detector is the Verizon Online free spam-filtering tool, which helps limit the amount of junk e-mail that enters your inbox.

You can enable or disable the Spam Detector service by clicking on the on/off link below.

Spam Detector is currently  ON  OFF

Spam Detector screens for junk e-mail messages, also known as spam, and moves them into a separate Spam Detector folder, which can be accessed via Netmail. Messages that have been sent to this folder will be retained for 7 calendar days\*. However, you can immediately delete messages identified as spam by Spam Detector utilizing a new tool within Netmail. To access this tool you must be in Netmail and choose Options/Rules. When you are in the Rules tab the tool allows you to delete incoming spam or have it stored in the Spam Detector folder for 7 days.

[Netmail](#) has many new features and some will help you control spam. For example, when viewing a message you can block the sender or domain with one simple click.

[Learn more about Spam Detector](#)

\*This practice differs from our standard policy of saving e-mail messages for 30-calendar days.

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Verizon Online has identified a potential password change issue for customers using the Westell 2200 modem. [Get more information](#)

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[How do I create an e-mail alias?](#)  
[How do I change my password?](#)  
[How do I create a sub-account?](#)  
[What is Spam Detector?](#)  
[How do I view my bill online?](#)

**Top Pick**

[Support Center](#)  
[Click here to download today](#)

The Verizon Online Support Center is a software program that identifies and automatically fixes common technical problems with your Verizon Online Internet Service

## Block Sender

The Block Sender functionality can also reduce the spam that reaches your inbox. You create a Block Sender List of e-mail messages and domains. E-mail messages originating from any address or domain included on this list are prevented from reaching your inbox.

The Block Sender functionality can be accessed from three areas within the E-Mail and More window:

- [The Inbox Folder](#)
- [The Read Message Section](#)
- [The Options–Block Senders Section](#)

### How Does Block Sender Work?

When you identify an e-mail address you want to block, the sender's e-mail address is added to the Blocked Senders list. This list is checked each time a new e-mail is received. If the e-mail is from an address on this list, it is sent to a specified folder or deleted, depending on how you define your Block Sender rules.

You also have the option of blocking all e-mails that originate from any domain included on the Block Sender List. The domain is the portion of the e-mail address that comes after the “@” sign. For example, if the e-mail address is spammer@spamsender.com, the domain is spamsender.com.

If you block all e-mail from an entire domain, you will not receive *any* e-mail from that domain.

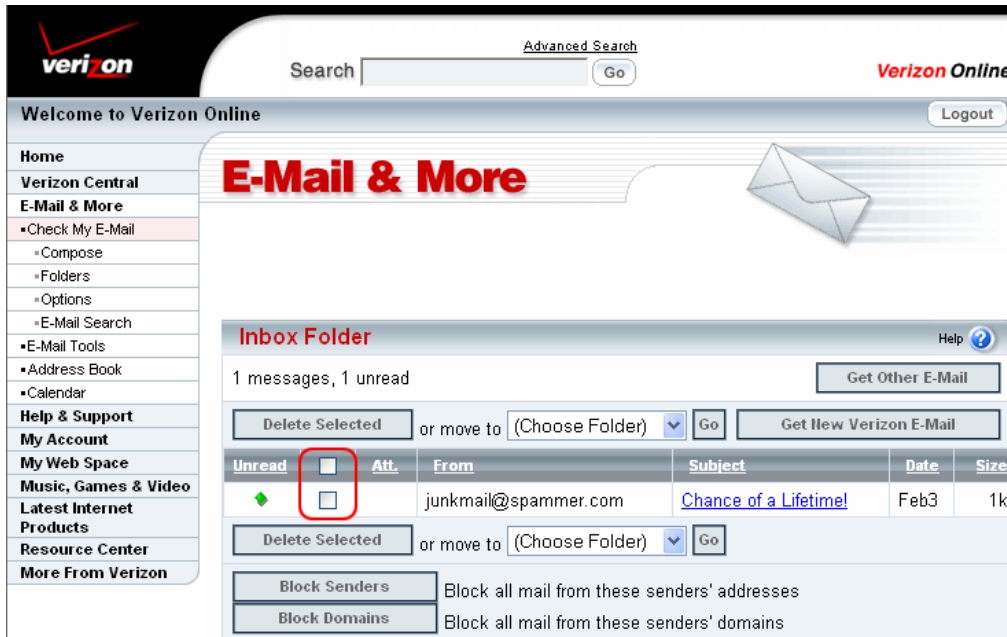
➤ **Note:** It is important to carefully evaluate any Block Sender rules you create. This is especially true if you block an entire domain. If the domain is a major Internet Service Provider (ISP) like Verizon.net, you will not receive any e-mail from anyone from that domain. For this reason, it is generally preferable to block specific senders rather than an entire domain.

### Using Block Senders from Your Inbox

Buttons you can use to block senders or domains are included at the bottom of the Inbox Folder view. This provides any easy means to do a quick scan of the unread e-mail messages you have received and immediately select those that are obviously spam and whose address you want to add to the Blocked Senders List.

**To access the Block Senders functionality from the Inbox folder:**

1. Click **E-Mail and More** in the left navigation column.
2. Click **Check My E-Mail** in the left navigation column.
3. Select the e-mail message(s) whose addresses you want to block so future e-mail messages will not be accepted.



**Figure 1:** Select each e-mail whose address you want to block by clicking the checkbox in the second column.

4. Click **Block Senders** to block all e-mail messages from the sender or senders selected.

**Or**

Click **Block Domains** to block all e-mail messages from the same domain as the message(s) you have selected.

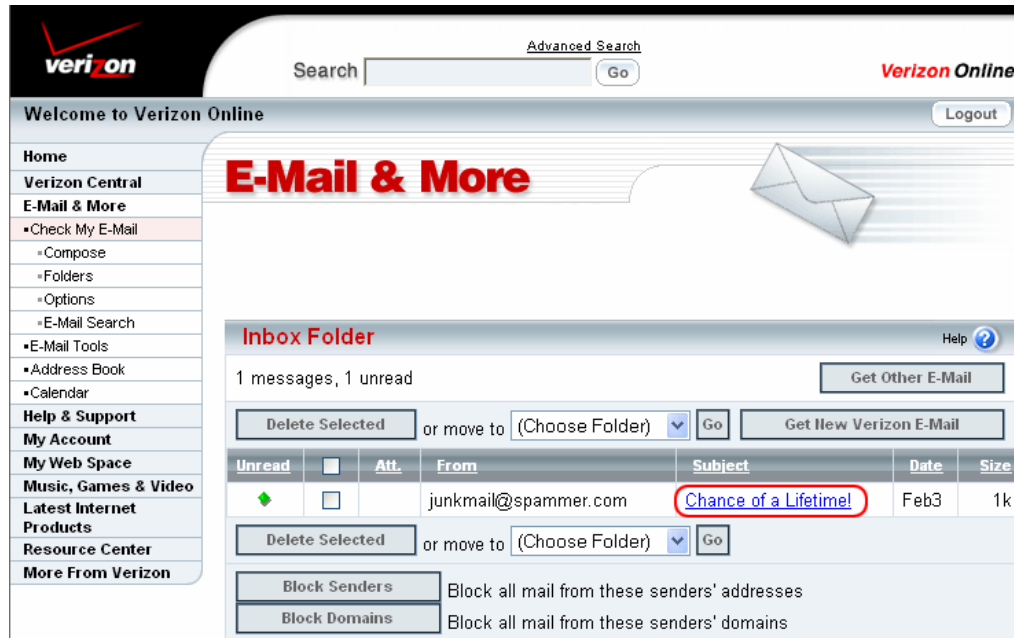
➤ **Note:** It is important to carefully evaluate any Block Sender rules you create. This is especially true if you block an entire domain. If the domain is a major Internet Service Provider (ISP) like Verizon.net, you will not receive any e-mail from anyone from that domain. For this reason, it is generally preferable to block specific senders rather than an entire domain.

## Block Senders from the Read Messages View

You commonly do not know if an e-mail is spam until after you open and read it. Verizon provides the tools in the Read Message view to block future e-mails from the sender or the entire domain.

**To access the Block Senders functionality from the Read Messages view:**

1. Select **E-Mail & More** from the left navigation column.
2. Select **Check My E-Mail** from the left navigation column.
3. Select the e-mail whose address you want to block by clicking on the subject in the Inbox Folder. The e-mail will open in the Read Message view.



**Figure 2:** Content of Subject Line is hyperlink

4. Click **Block Sender** to block all future e-mail messages from this address

**Or**

Click **Block Domain** to block all e-mail messages from anyone from the same domain.

➤ **Note:** It is important to carefully evaluate any Block Sender rules you create. This is especially true if you block an entire domain. If the domain is a major Internet Service Provider (ISP) like Verizon.net, you will not receive any e-mail from anyone from that domain. For this reason, it is generally preferable to block specific senders rather than an entire domain.

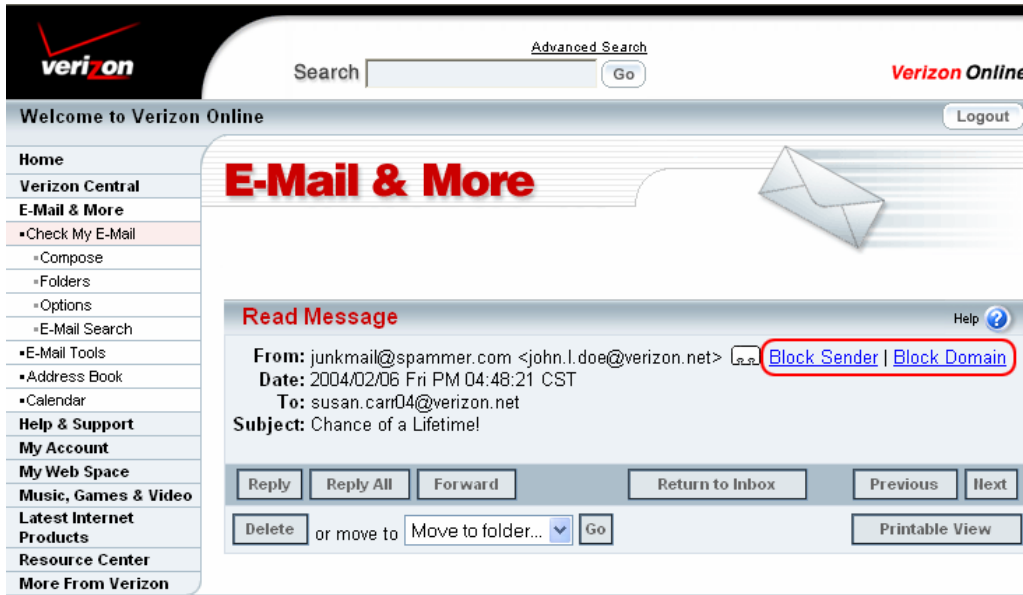


Figure 3: Read Message View

## Managing the Block Senders List

The Block Senders E-mail Option page is used to maintain the Block Senders List. You can add e-mail addresses and domains to the Block Sender List, remove e-mail addresses and domains from the Block Sender List, and add e-mail addresses or sub-domains to the Safe List.

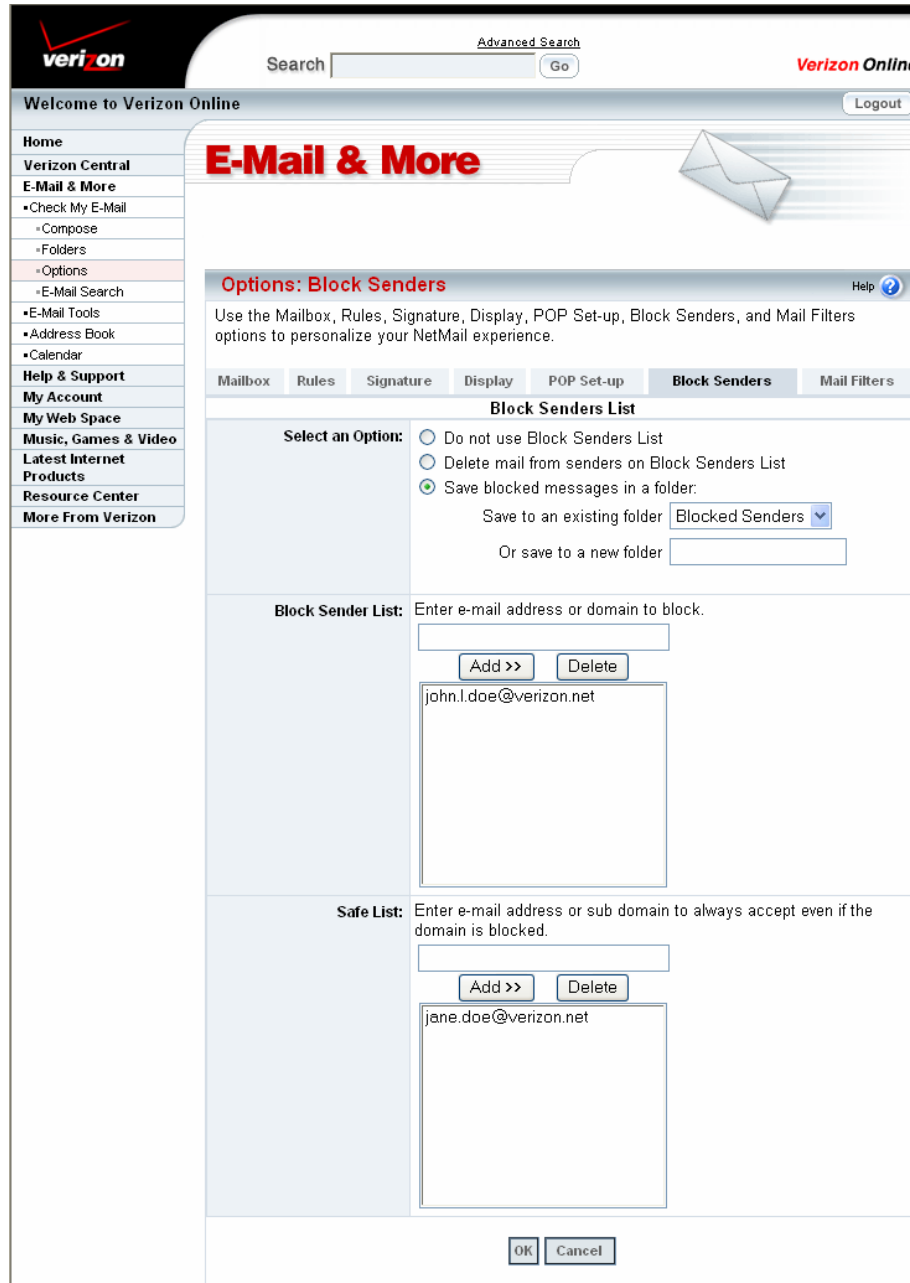


Figure 4: Block Senders E-mail Option page

### To manage the Block Senders properties:

1. Click **E-Mail and More** in the left navigation column.

2. Click **Check My E-Mail** in the left navigation column.
3. Select **Options** from the left navigation column.
4. Select the **Block Senders** tab.
5. Select an option to determine how you want to use the Block Senders List.

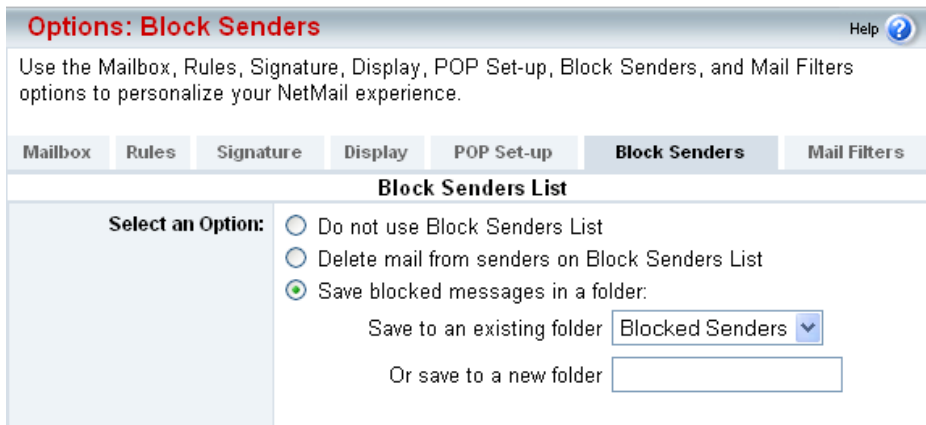
- Select **Do not use Block Senders List** to allow all e-mail messages to reach your inbox. No e-mail addresses or domains are blocked.
- Select **Delete mail from senders on a Block Senders List** to delete all e-mail messages sent to you from senders on the Block Senders List.

➤ **Note:** Use caution when selecting this option. E-mail messages deleted this way never reach your inbox and are *not* stored in your Trash folder.

- Select **Save blocked messages in a folder** to move all blocked messages into a folder of your choosing rather than allowing them to enter your inbox.
  - Use the dropdown menu to choose an existing folder in which to move the blocked messages.

**Or**

- Enter the name of the new destination folder for the blocked messages in the **Or save to a new folder** field.



**Figure 5:** Select how you want to the Block Senders List to be used

6. To add e-mail addresses or domains to the Block Sender List, enter the e-mail address or domain in the **Block Sender List** field and click **Add**.

**Block Sender List:** Enter e-mail address or domain to block.

  
   
john.l.doe@verizon.net

7. To remove e-mail addresses or domains, select the e-mail address or domain in the Block Sender List and click **Delete**.
8. Enter e-mail addresses or sub-domains in the **Safe List** field and click **Add** to allow all e-mail messages from these senders to reach your inbox. Entries in this list take precedence over all other Block Sender List entries. An e-mail sent from someone in a blocked domain is delivered if the sender is included on the Safe List.

**Safe List:** Enter e-mail address or sub domain to always accept even if the domain is blocked.

  
   
jane.doe@verizon.net

Figure 6: E-mail from senders on the Safe List bypass all Block Sender rules

9. Click **OK**.

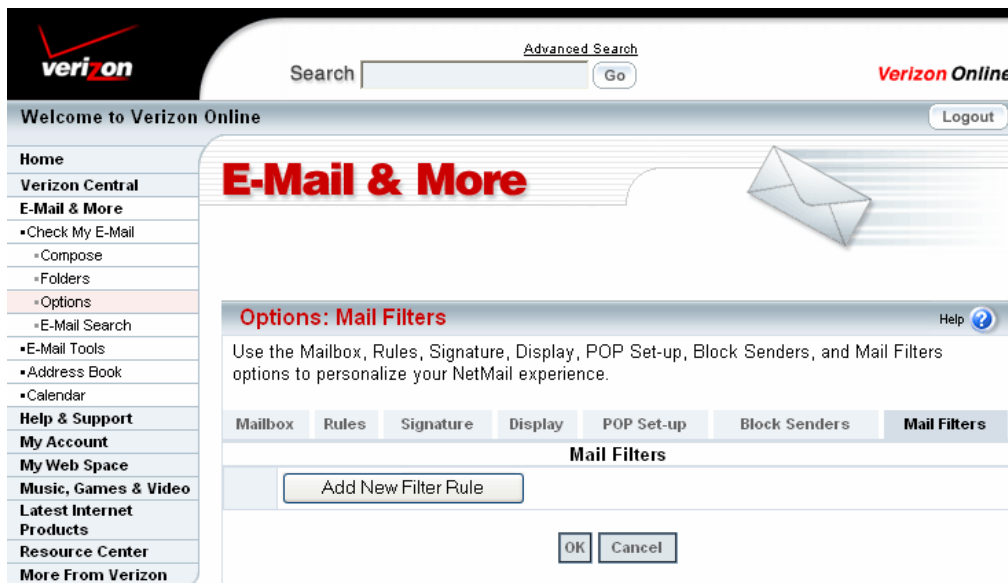
## E-Mail Filters

E-mail filters are a powerful tool to make processing e-mail more efficient. E-mail filters provide a method for automatically sorting your e-mails into categories so it can be processed with greater efficiency. For example, you may want to create a group of filters that moves e-mail identified as spam into a special folder. You can create a filter that puts all e-mail from the parents of your soccer team in another folder.

You can create up to 20 custom e-mail filters with E-mail & More.

### Creating E-Mail Filters

E-mail filters are created by defining rules that are used to determine if incoming e-mail is spam. You create a rule that identifies what part of the e-mail is examined (e.g., To, From, Subject and CC), what specific content to search for in this e-mail category, and what to do with e-mails that meet the conditions of the rule.



#### To create an e-mail filter:

1. Click **E-Mail and More** in the left navigation column.
2. Click **Check My E-Mail** in the left navigation column.
3. Select **Options** from the left navigation column.
4. Click the **Mail Filters** tab. Any filters that were previously created are displayed.

- Click **Add New Filter Rule**. The form for creating new filter rules is displayed. The **If** section includes the top three fields and is used to determine the criteria that is used to evaluate the incoming e-mail.

The screenshot shows the 'Options: Mail Filters' window. At the top, there is a title bar with 'Options: Mail Filters' and a 'Help' icon. Below the title bar is a descriptive text: 'Use the Mailbox, Rules, Signature, Display, POP Set-up, Block Senders, and Mail Filters options to personalize your NetMail experience.' A navigation bar contains tabs for 'Mailbox', 'Rules', 'Signature', 'Display', 'POP Set-up', 'Block Senders', and 'Mail Filters'. The 'Mail Filters' tab is active. Below the navigation bar is the 'Mail Filters' section, which includes a 'Filter Rule #1' configuration area. The 'If' section is highlighted with a red box and contains a dropdown menu set to 'From' and another dropdown menu set to 'matches'. Below this is a 'Detail field' which is currently empty. Further down, there are radio buttons for 'Send notification to:', 'Move to folder:' (set to 'Inbox'), and 'Delete Message'. At the bottom of the configuration area are 'OK' and 'Cancel' buttons.

- Select the e-mail property from the drop-down list that will be examined to filter the e-mail message.
  - Select **From** to use the sender’s e-mail address to determine how the e-mail is processed.
  - Select **Subject** to use the e-mail’s subject line as the means for filtering the e-mail. If you are trying to reduce spam, you will often use this option.
  - Select **To** if you have multiple e-mail accounts or aliases and want to sort the e-mail according to the e-mail address the sender used in the To field.
  - Select **CC** to use the entry in the e-mail’s CC field to determine how the e-mail is processed. This can be used to move e-mail messages where you are not the primary recipient into a folder that is reviewed less frequently.
  - Select **To or CC** to include the entries in the To and CC fields to determine how the e-mail is processed.

7. Select the operator from the second drop-down list.
  - Select **Matches** to require that the entry made in the following Detail field to *exactly* match the entry in the e-mail field selected in the previous step.
  - Select **Does Not Match** to include only e-mail messages whose entries in the following Detail field do *not* exactly match the e-mail field selected in the previous step.
  - Select **Contains** to include all e-mail messages that include the entry made in the following Detail field somewhere in the e-mail field selected in the previous step.
  - Select **does not contain** to include all e-mail messages that do not include the entry made in the following Detail field somewhere in the e-mail field selected in the previous step.
8. Enter the words or phrases that will be searched for in the field you selected in the previous step (e.g., From, Subject, To, CC, or To or CC). Although this field is not labeled in the window, it is called the Detail field in this document.

For example, to filter spam advertising low mortgage rates, you could select “Subject” from the e-mail property drop-down list, “Contains” from the operator drop-down list, and enter “mortgage rates” in the Detail field.

To sort all the e-mail from the parents of your soccer team to a special soccer folder, you could select “To or CC” from the e-mail property drop-down list, “Contains” from the operator drop-down list (there could be several other e-mail addresses in the CC field), and enter your “soccer.coach@verizon.net” e-mail alias that you use for all soccer-related e-mail messages.

➤ **Note:** When creating e-mail filters, choose phrases, words, or addresses that directly relate to the message you want to filter. Be as specific as possible to prevent getting unexpected results. You can use the asterisk (\*) as a wildcard in E-mail & More when creating e-mail filter rules.

9. Complete the e-mail filter rule by selecting how the e-mail meeting the criteria you entered in the **If** section should be processed.
  - Select **Send Notification to** and enter the e-mail address where this e-mail should be forwarded. This option sends all e-mail messages meeting the criteria you entered to another e-mail address. You can use

this functionality to forward messages to a cell phone or pager if the device works with your e-mail address.

- Select **Move to folder** and select the destination folder from the drop-down list if you want to move all e-mail meeting this criteria to a specific folder.
- Select **Delete Message** to automatically delete e-mail messages that meet the criteria you entered. Use caution when automatically deleting incoming e-mail. E-mail deleted using this method is not allowed to reach your inbox and is *not* stored in your trash folder.

➤ **Note:** E-mail software like Outlook Express only downloads messages from your inbox folder. If you block or filter e-mail to prevent it from filling your inbox, it is not downloaded by your e-mail software.

10. Click **Add New Filter Rule** to add additional e-mail filter rules or **OK** if you have finished entering new rules.

## Deleting E-Mail Filters

If you make an error while creating an e-mail filter or you get unexpected results from a filter you have created, you will need to remove the e-mail filter that is not working correctly.

### To delete e-mail filters:

1. Click **E-Mail and More** in the left navigation column.
2. Click **Check My E-Mail** in the left navigation column.
3. Select **Options** from the left navigation column.
4. Click the **Mail Filters** tab. Any filters that were previously created are displayed.

**Options: Mail Filters** Help ?

Use the Mailbox, Rules, Signature, Display, POP Set-up, Block Senders, and Mail Filters options to personalize your NetMail experience.

Mailbox Rules Signature Display POP Set-up Block Senders **Mail Filters**

**Mail Filters**

**Filter Rule #1**

**If:** Subject  contains

mortgage rate

Send notification to:

Move to folder: Trash

Delete Message

**Filter Rule #2**

**If:** From  matches

Send notification to:

Move to folder: Inbox

Delete Message

7. Select **Send notification to** for the e-mail filter rule you want to delete. Leave the field directly after **Send notification to** blank.

Filter Rule #1	
<b>If:</b>	Subject <input type="button" value="v"/> contains <input type="button" value="v"/>
	mortgage rate
<input checked="" type="radio"/>	Send notification to: <input type="text"/>
<input type="radio"/>	Move to folder: Trash <input type="button" value="v"/>
<input type="radio"/>	Delete Message

Select "Send Notification to" and leave this field blank.

8. Click **Add New Filter Rule**.
9. Click **OK**. The rule is deleted.