

FAQ 3B: Customize anti-spam service For your needs

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Approval	
Document	1.0
Version	
Date	30-10-2015
Distribution	



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1. Introduction

Our Mail on Demand solution includes a standard Anti-Spam engine to protect you from incoming SPAM messages. The Anti-Spam engine is a standard 'as-is' service filtering incoming mails against several conditions such as: Denied IP addresses, SPF records, sender reputations, antivirus....

The Standard Anti-Spam Service cannot be adapted to the preferences of each individual Customer.

If you still receive unsolicited commercial message, the following options might help you :

- **Option 1:** Back list sender email address.
- **Option 2:** Use an external 3rd party Anti-spam solution.
- **Option 3:** Use outlook rules to send automatically message to deleted Items

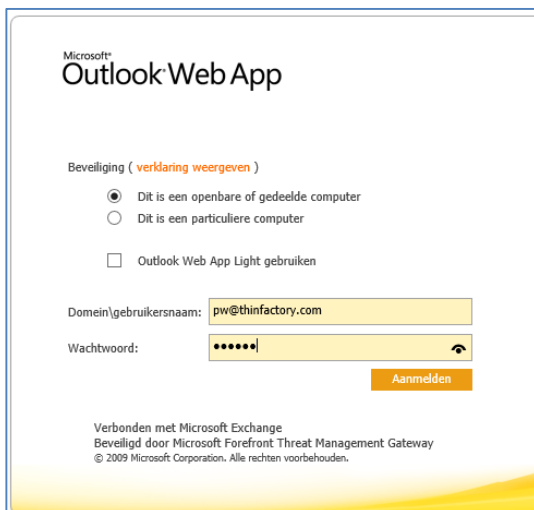
1. Procedure

1.1 Option 1: Back list sender email address

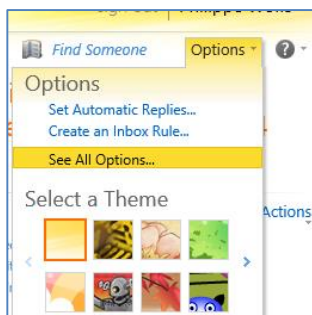
Via the webmail:

With your web browser go to <https://mail.cloudplaza.eu>

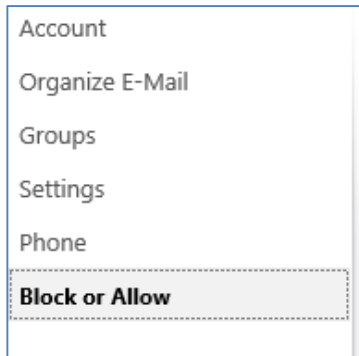
- Use your credentials to logon



- In the upper-right corner, select option / see all options

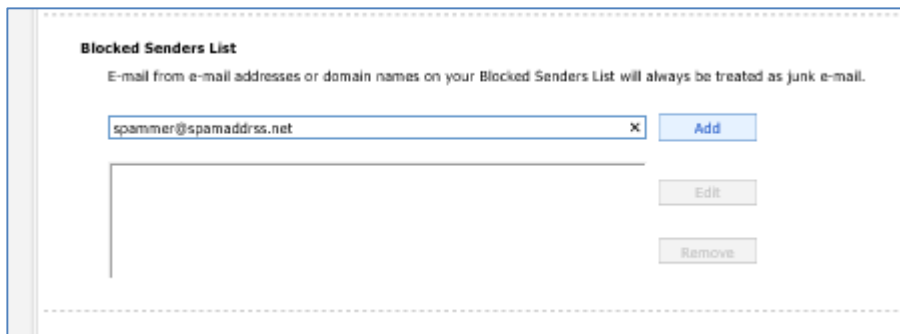


- Select Block or allow.



A screenshot of a settings menu. The menu items are: Account, Organize E-Mail, Groups, Settings, Phone, and Block or Allow. The 'Block or Allow' option is highlighted with a dashed border and a grey background.

- In the bock sender list add your Spammer email address.



A screenshot of the 'Blocked Senders List' interface. The title is 'Blocked Senders List'. Below the title is a note: 'E-mail from e-mail addresses or domain names on your Blocked Senders List will always be treated as junk e-mail.' There is a text input field containing 'spammer@spamaddrss.net' with an 'x' icon to its right. To the right of the input field is an 'Add' button. Below the input field are 'Edit' and 'Remove' buttons.

1.2 Option 2: Use an external 3rd party Anti-spam solution

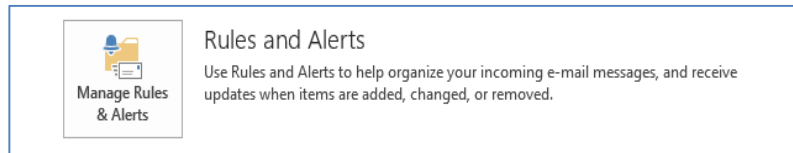
There are third party solution which can give more customization for your Anti-Spam needs.
Your incoming mail will be send to the third party spam engine.
That 3rd party spam engine will apply his own anti-spam rules
The Spam engine will then forward the mail server of Thinfactory.

We can send you the contact data of our partner to build up this solution.

1.3 Option 3: Use outlook rules to send automatically message to deleted Items

In outlook

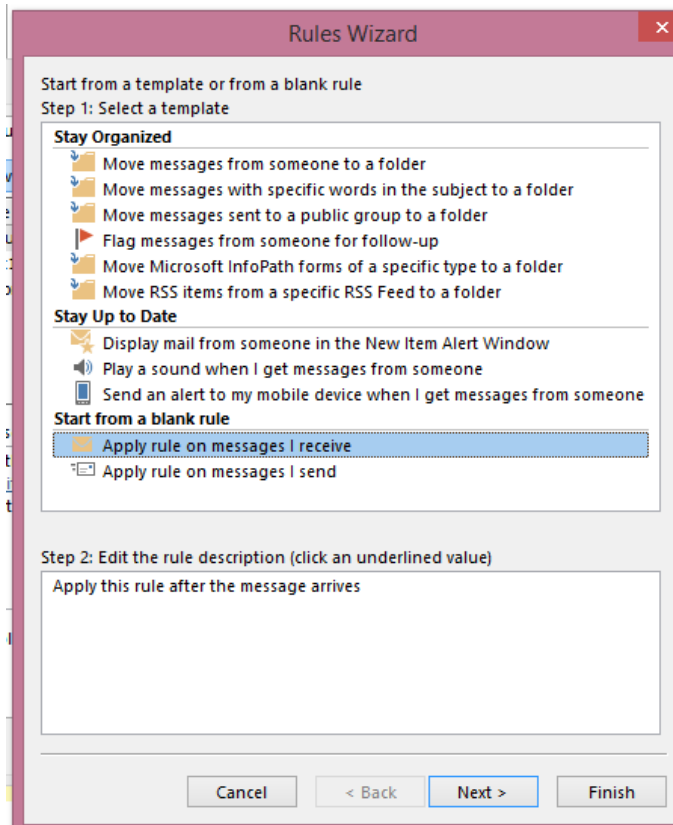
- Go to "file" in Top menu



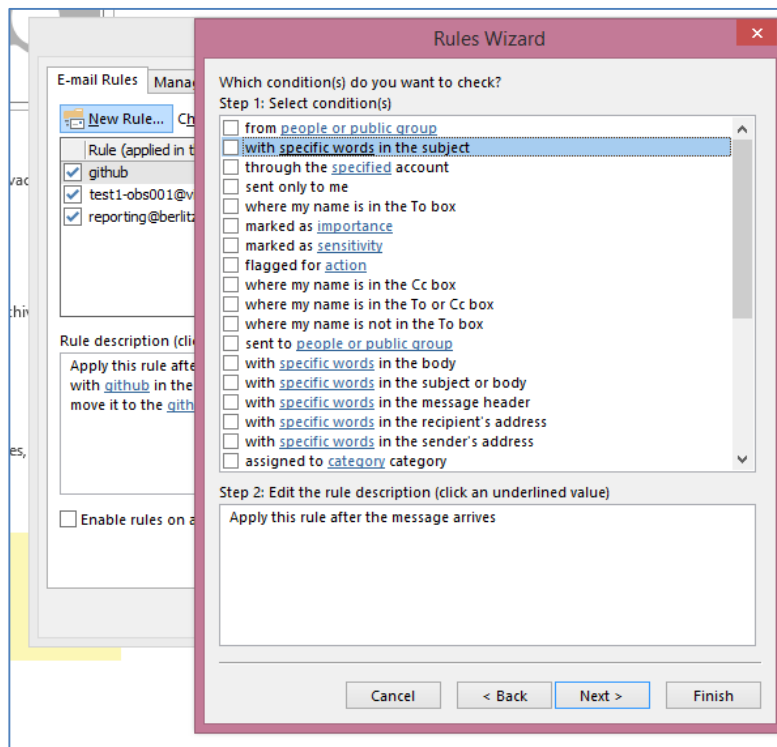
--open rules & alert

-Click new rule

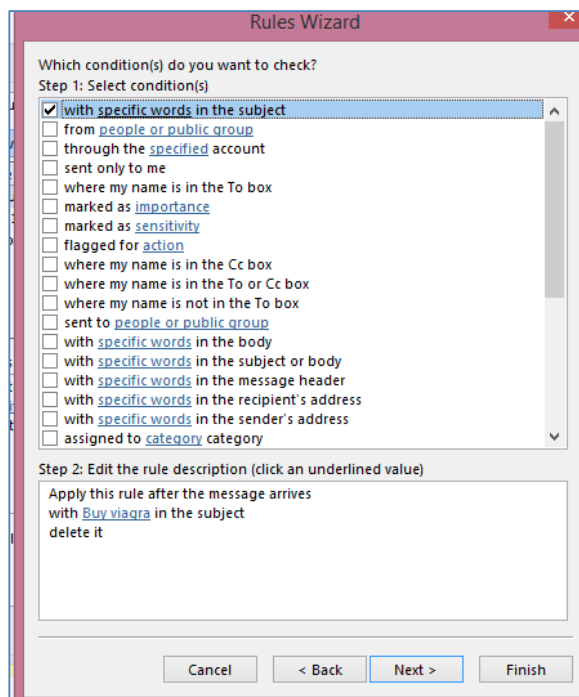
-start from a blank rule



-Apply rules on messages I receive



-Customize the rule with your needs .



- choose action
- choose "delete"
- click next
- click next
- click finish