

Dear Impact Technologies Client,

Thank you for choosing Impact Technologies and Impact Designs Studios for your web and email hosting. We know that we are not the only game in town, and that you do have a choice of who you do business with. Again, thank you for doing business with us!

The purpose of this letter is to give you some helpful information about a growing problem across the Internet, email Spam.

It is becoming a common question by current and potential clients, if we have a way of “stopping all the Spam” that gets delivered to their email account.

Well, if we did we would no longer be hosting your website and email. We would be retired in Tahiti.

Spam is a part of the Internet that cannot be eliminated completely. But it can be managed using various methods:

- Server Side (What we do for you)
 - Spam filter
 - Personal Account Settings (options you have by logging into your account on the server)
- Client Side (What you can do)
 - Message Rules within your email program
 - Personal Spam Filter

With the Server Side tools, our servers use an open-source **Spam Filter called Spam Assassin**.

SpamAssassin examines each incoming email message and gives it a rating from 0 to 100. Each time the server sees a clue that suggests a Spam message, it bumps up the rating. If the rating gets too high then the server marks it as Spam.

Our servers are set to a threshold of 5. When a message gets to this rating, the server appends the word “***Spam” within the subject, along with the Spam rating of that message for your reference.

The message is then forwarded to your account. Our server does not delete incoming Spam messages by default. We would not want to delete legitimate emails without you having the opportunity to review them.

However, this is a personal setting that you can manage yourself.

If you wish to modify the Spam filter settings for your own **personal account settings**, go to <http://mail.yourdomain.com/login>, and login with your personal email account username and password.

Once logged in you will see a tab at the top of the window labeled Personal Profile. Select this tab and click on the SpamAssassin link in the left-hand menu.

You will see an area labeled Hit Count. This number tells the server how aggressive you want to be with identifying Spam. Again, a high number will let more messages through as regular email, while a low

number will cause more messages to be labeled as Spam. The default value for the software is 10. The recommended value for most accounts is 5. We suggest that you use a higher number at first and move down as necessary.

Next, click on the Delivery tab at the top of the window. Here you can tell the server to deliver all messages to your inbox, or delete Spam email so you never have to be bothered with it. This is a very convenient setting, but should be used with caution. If the Hit Count is set too low, then legitimate email will be deleted without ever being seen.

There are two more tabs that can be helpful, labeled Whitelist and Blacklist. In the Whitelist section you may enter the email addresses of people that you trust to not send a Spam message. The server will always deliver a message from a person in your Whitelist.

In contrast, the Blacklist is where you can specify someone from whom you never want to receive a message. Any emails from addresses in your Blacklist will be blocked.

There are other tools you probably have access to on the **Client Side**. Within your email client, such as Microsoft Outlook, there is an option in the Tools menu for setting **Message Rules**. With a Message Rule, you can tell Outlook to examine messages as they arrive and direct them to different folders.

For example, you could create a rule to look for the word "Spam" in the subject line of the incoming messages. A message with the word Spam in the subject line was flagged by the server as Spam, and can likely be moved to a temporary folder for later examination. If the message is indeed Spam, then it can be deleted. If it was a legitimate message (or "false positive") then it can be moved out of your temporary folder and you can add that person's email address to your Whitelist so it doesn't happen again.

The process of creating custom message rules is different for each email program, and is different between the various versions. Please consult the documentation of your particular program and version for direction on how to create Message Rules.

Finally, you can also install a **personal spam filter** on your own computer, which acts much the same as your anti-virus software. There are a number of different packages available that can be purchased at local computer and electronics stores.

This document can be found online at <http://www.impactdesignstudios.com/managingspam.pdf>.

Again, thank you for choosing Impact Technologies, Inc. and Impact Design Studios for your Internet hosting and marketing needs. If you have any questions about managing Spam in today's Internet environment, or if you need assistance setting up your personal SpamAssassin profile, please email support@impacttechnologies.com, or call our office at 208-465-3646.

Sincerely,

The Impact Technologies Team