



Nesda Technologies Ltd.

Network Support Web Services Custom Software

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SPAM Filtering Tips

Your organization's email is being filtered by Nesda's Barracuda SPAM Filtering system to help reduce unwanted email (SPAM) and email borne viruses and threats.

Here is how it works:

1. Email is sent to our Barracuda Mail filter
 - a. Obvious SPAM is discarded.
 - b. Questionable SPAM is stamped with **[SPAM *NTL*]**.
2. Good mail and questionable mail are then passed to you.

Note that you may see other stamps such as **[possible phish *NTL*]**, or others, but they will always include ***NTL*** in the stamp in the subject line.

The long term statistics on our mail filtering:

- Obvious SPAM (blocked) - 95%
- Tagged as SPAM – 0.5%
- Good mail: 4.5%

If you do not want tagged email to arrive in you Inbox we would recommend creating a rule in your email program to move tagged items to a separate junk mail folder for sorting later.

- Create a rule to look for the ***NTL*** text in the subject line and move it to your junk folder or your deleted items.
- Remember to check tagged mail occasionally just in case a valid email has been incorrectly identified.

Help us improve our filtering!

- If you receive an email that *IS SPAM and is NOT tagged* (does not have a **[SPAM *NTL*]** stamp), please forward a copy to spam@nesda.ca
- If you receive an email that *IS marked as SPAM and is should not be*, please forward a copy to not.spam@nesda.ca

Feel free to share this information with others.
Get an electronic copy at <http://www.nesda.ca/resources.php>

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"I.T.'s Supposed to be this easy..."

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