MITIGATING SPAM WITH SIMS INTOUCH

What is Spam?

Email is treated as spam if the recipient mailbox believes the email to be unsolicited, irrelevant, or sent in bulk to a mailing list of people where recipient mailboxes have marked the emails as Spam, if the mailbox is dormant, or if the receipts email is invalid.

What Mailboxes do to decide if emails should be treated as spam?

To stop you receiving unwanted emails, and to help protect you against malicious emails many mailbox providers deploy the following methods to filter out messages:

- Spam protection - sends spam emails directly to the Spam folder and can block them in future
- Filters - automatically sort incoming messages to different folder
- Block Addresses - stop email from email addresses or domains that you select
  Safe Sender - for email addresses or domains that you select
- Image blocking - prevents spammers from knowing you opened their email and protects you from looking at images you don't want to see
- Word of mouth - if recipients tell a mailbox provider an email is spam this will impact the sender's reputation and can cause future emails from the domain entering spam filters.

From time to time spam filters put legitimate email into your spam folder, which may be because other users have marked similar emails as spam. If you seem to be missing emails or you haven't got an email you were expecting, check the Spam folder first. And make sure the sender email address is included as a safe sender.

Adding InTouch as a Safe Sender

To stop emails from SIMS InTouch being categorised as spam you can manually add our school SIMS Intouch email to your mailbox "safe senders" list.

The address you need to add to your "safe senders" list is: 9194029@capita-intouch.co.uk

Below details how to add an email to your safe sender list from the most common mailboxes:

Outlook/ Hotmail
1. At the top of the page, select Settings > Mail.
2. Select Mail > Accounts > Block or allow.
3. To add an entry to Safe Senders and Recipients, enter the email address or domain that you want to mark as safe in the 'enter a sender or domain here' text box.

BT Email

1. From the Settings tab, select the Safe senders folder and click on the Add button.
2. Add the email address you want to mark as safe and click Save.
3. After a confirmation message the email address will be added to your list of safe senders.

Apple Mail

1. Open the email from the sender you would like to add to the safe list.
2. Click on the sender's email address at the top of the email.
3. A list of options will appear on a drop down.
4. Click on "Add to Address Book".
5. Your sender will be automatically added to your Apple Mail safe senders list.

Gmail

1. Select Actions from the toolbar at the top of the screen.
2. Select Junk E-mail.
3. Select Junk E-mail Options...
4. Click the Safe Sender tab.
5. Click Add.
6. Type in the email address you wish to add to your safe sender list.
7. Click OK.

Yahoo! Mail

1. Click on the address book icon under the Yahoo! mail logo. (When your mouse crosses it, it will say Contacts.)
2. Click New contact.
3. Provide a suitable name and type (or copy and paste) the email address.
4. Click Save.