1. What is spam?
An unsolicited commercial email sent to multiple email recipients against their wishes.

2. How do spammers get my email address?
Here are some of the most popular means that spammers use to collect email addresses.

- Through web crawlers searching the Internet for email addresses posted to websites.
- Through companies who share or sell your contact information to 3rd parties. Often companies / organizations you are dealing with requests your email address from you when you do any of the following:
  - Download free software
  - Sign up for a newsletter, a new service, etc.
  - Register to participate in a forum or blog
- When you use the "remove or unsubcribe" links that spammers frequently offer at the bottom of spam messages. This only confirms that you received their email and your email address is valid.

3. Why does spam have someone elses email address in the To: line?
Spammers often use a single address (sometimes it will even be a fake address that doesn't exist) in the To: line. But behind the scenes, spammers are using a special technique to deliver the email to MANY, MANY more recipients. This technique is similar to the concept of the Blind Carbon Copy, (aka BCC) within emails. For example, if you sent an email to yourself by putting your own email address in the BCC: (instead of the To: line), when you received the email, you would notice that your email address is not seen. Yet you received the message that you clearly sent to yourself.

4. What is PreciseMail?
PreciseMail Anti-Spam Software is an effective anti-spam solution that eliminates the majority of spam from your mailbox.

5. What does PreciseMail do with spam?
When PreciseMail identifies a message as spam, it puts that message into a quarantine area. The message is not delivered to your mailbox. You may log into PreciseMail at any time through the web to review and manage your quarantined messages. As a reminder, you will receive a quarantine notice in your mailbox at approximately 2:30 pm each day to give you a summary of your quarantined messages.

6. How do I manage PreciseMail's spam filtering?
The easiest way to manage your PreciseMail quarantine is through our website. Go to www.neomin.org and click on the Email menu. From there click on the Login menu and then

PreciseMail login. You will be prompted for your email address and your email password. Once you successfully log in, you will see this menu.

7. How do I release an email that has been quarantined?
From the PreciseMail menu (see screen shot above), click on 'View Quarantined Messages'   If you would like to release a message(s), simply put a check mark in the box in front of the message you are wanting released and click the release button. The message will then be released and delivered to your mailbox.

8. How do I release an email that has been discarded?
From the PreciseMail menu, click on 'View Discarded Messages'. If you would like to release a message(s), simply put a check mark in the box in front of the message you are wanting released and click the release button. The message will then be released and delivered to your mailbox.

9. How do I allow messages from certain email addresses to bypass PreciseMail?
From the PreciseMail menu (see screen shot above), click on 'Create, Update or Review Your Allow List'. On this screen you may enter as many email addresses you would like into your

personal *allow* list. After you type each email address, click add. When you are finished adding email addresses, click save changes.

10. How do I *block* messages from certain email addresses?
From the PreciseMail menu (see screen shot above), click on 'Create, Update or Review Your *Block* List'. On this screen you may enter as many email addresses you would like into your personal *block* list. After you type each email address, click add. When you are finished adding email addresses, click save changes.

11. How do I allow or block emails using PreciseMail rules?
Sometimes it easier to allow or block certain emails by using fields in a message other than the to or from address (as discussed in #8 and #9 above). This can be done by creating your own rules. To do this, click on 'Create, Update or Review Your *User Defined Allow/Block Rules* ' (see screen shot above). You will then be taken to the screen below. Here you may create rules, using your own criteria, that will allow or block emails if the incoming message contains the critera you have defined. This feature is best used when looking for certain words or characters in the Subject or Body of a message. For more details and examples on adding your own rules, click here.

12. **Why do I receive Quarantine Notices?**

These notices are sent to inform you of messages that have been quarantined. From these notices you may easily release a message by clicking on the blue hyperlink within the notice. Discarded messages are not included in the quarantine notice. Discarded messages are 99.9% of the time such blatent spam that it is believed they should not have to be reviewed. In addition, messages that have been discarded are often offensive in nature and people would prefer not to be subjected to them.

13. How do I stop Quarantine Notices from being deliviered to me?
From the PreciseMail menu, click on 'Set Your Preferences'. On this screen you will want to check the box next to 'Do not send me quarantine notification messages'. Then click the button that says 'Update Basic Preferences'.

14. How do I report spam that is not being quarantined by PreciseMail?
If you receive an email that was not quarantined and you believe it is spam, please forward the email to:
email.review@neomin.org. You must include the full headers of the spam email when forwarding it. Below are instructions on how to include full headers:

In Outlook
1) Right click on the message, choose options
2) At the bottom of the options screen, highlight and copy the Internet Headers
3) Close out of the options screen
4) Click on forward so that you can forward the message to email.review@neomin.org
5) Paste the Internet Headers into the forwarded message and send.

In OWA
1) Double Click the spam message, it will open in a new window.
2) Click on the message details icons.
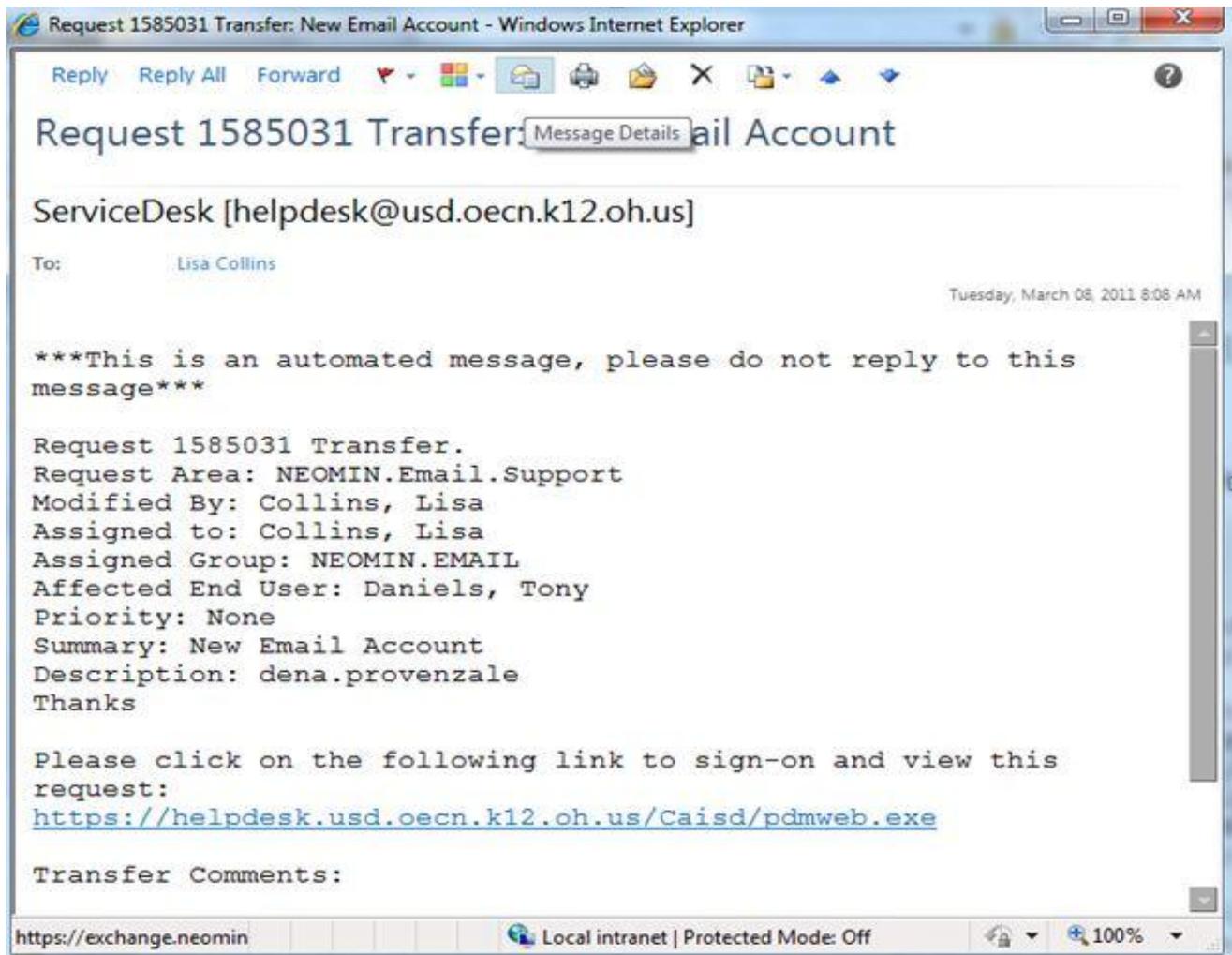
3) From the screen that opens, highlight all of the Internet Headers, right click on the highlighted text, click copy, then click close.

4) Now that you are back to the spam email, click on forward icon so that you can forward the message to email.review@neomin.org

5) Paste the Internet Headers into the forwarded message and send.