

## **Overview**

Comcast Spectacor has implemented a system to control unwanted Internet email (spam) from the Internet. Virus emails and some known spam will be filtered automatically. These settings are extremely lenient so no actual work-related email is accidentally filtered. However, each user can easily set up further filtering on their email account. This allows individuals to further restrict unwanted email from their mailbox while making sure that no important emails are lost.

These settings are the responsibility of the individual user. If you have any questions, please contact the I.T. Help Desk at 215-389-9700.

## Login

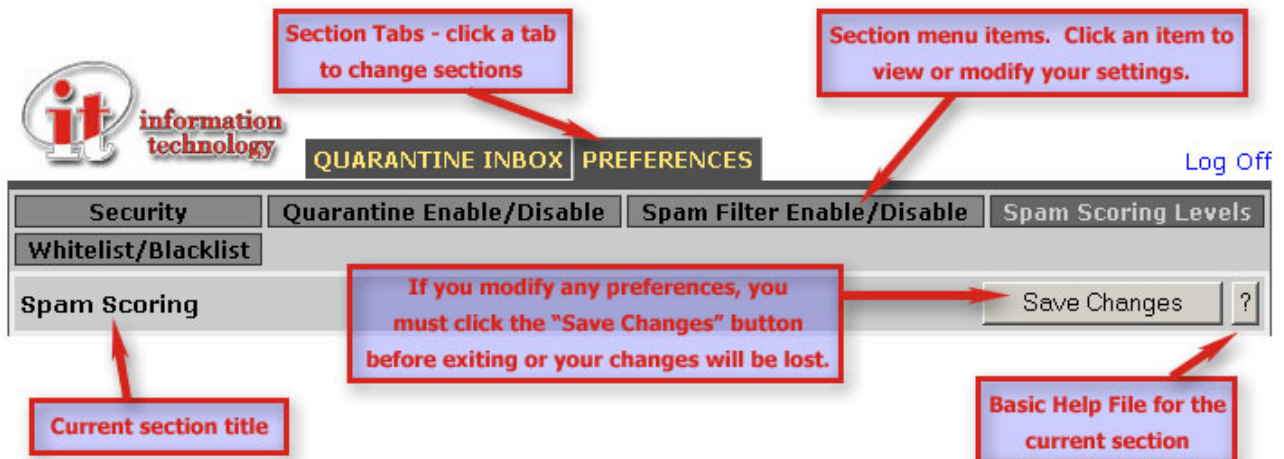
- Visit <http://remote.comcast-spectacor.com>. This is the same site used to access email through the Internet, access Citrix, or change your password remotely. Click the link for "Email Spam Filtering" to go to the login screen. The login screen below will appear.
- For any user, new or existing, your username is your email address. Enter your email address (i.e. yourname@comcast-spectacor.com) into the Username box.
- If you already have a password for email filtering, enter it in the password box and click "Login" (this is different than your network or email passwords). If you don't have a password, click the "Create New Password" button.
- If you use the "Create New Password" button, you will be emailed your password immediately. There is also a link in that email that you can use to login automatically.



The screenshot shows the login interface for IT Email Services. At the top, there is a header bar with the text "IT Email Services". Below this, a "Login" section contains the following text: "Please enter your email address and password below. If you are an administrator, please enter your administrator login and password." There are two input fields: "Username:" and "Password:". Below the "Password:" field is a "Login" button. At the bottom of the login section is a "Create New Password" button. Three red callout boxes with arrows point to specific elements: one points to the "Username:" field with the text "New or existing users, enter your email address as your username."; another points to the "Login" button with the text "If you already have a password, enter it here and click 'Login'."; and the third points to the "Create New Password" button with the text "If you are a new user or have forgotten your password, click 'Create New Password' to have a password sent to you via email." Below the login section, there is a note: "Note: If you have forgotten your password, or if you do not have a password, fill in the above username section with your email address, and press 'Create New Password'. A new password will be mailed to you".

### Basic Menu

- The Section Tabs at the top allow you to change your current section. “Quarantine Inbox” is used to view any emails currently in quarantine. “Preferences” allows you to change the configuration for your email account. Click a tab to choose that section.
- Section Menu Items only appear in the Preferences section and allow you to change different options. Click the menu item to view the options.
- *If you modify any settings for your preferences, be sure to click the “Save Changes” button before going to another page or closing your browser or your changes will be lost!*



### Spam Scoring

- Access this section by clicking the “*Preferences*” tab, then the “*Spam Scoring Levels*” menu item.
- Spam scoring allows the system to filter more or less emails based on your preferences. Each email received by the system is given a numerical score (i.e. 7.5). The higher the score, the higher the probability that the email is spam.
- There are three ways to handle email based on its score. “*Tag*” allows an email to be delivered to your inbox, but the text “[SPAM]” will be added to the subject line. “*Quarantine*” places the email in the Quarantine Inbox for later review by the user. “*Block*” deletes the email and informs the sender that it has not been accepted.
- You may modify the levels at which email is tagged, quarantined, or blocked, from 0-9, or 10 to disable the feature. Zero (0) means all email will be handled in this manner. The system default level for each is 10 (disabled).
- To customize your scoring levels, you need to set “*Use System Defaults*” to “*No*”, and click “*Save Changes*”. You can then customize the scoring levels for your mailbox.
- For custom scoring levels, we suggest one of three configurations, depending on how aggressively you want to filter.

Spam Scoring	Aggressive	Normal	Light Filtering
Tag Score	2.3	3	4
Quarantine Score	3.5	5	6
Block Score	5	7	7

- *Be sure to click the “Save Changes” button if you make any changes to your settings.*

Spam Scoring (continued)

information technology

QUARANTINE INBOX PREFERENCES

Log Off

Security Spam Filter Enable/Disable Spam Scoring Levels

Whitelist/Blacklist

Spam Scoring **Select "No" to customize your spam filtering. Select "Yes" to use the system defaults, which does little or no filtering.** Save Changes ?

Use System Defaults:  Yes  No "Yes" recommended. If "No" selected, you must specify the scoring levels that you would like to use.

Spam Scoring Save Changes ?

A score is calculated for each incoming email to determine the likelihood of spam.  
0 = not spam 9 = definitely spam

Tag score: 2.3

Quarantine score: 3.5

Block score: 9

**Change these values to filter more or less email. The lower the number, the more messages that are caught, but the higher the chance that a "good" message will be filtered.**

Set to 10 to block blocking. 7 recommended.

### Security

- Access this section by clicking the “*Preferences*” tab, then the “*Quarantine Enable/Disable*” menu item.
- The Security section is used to change your password for this system. *This will not affect your network or email password!*
- You must enter your old password in the “*Old Password*” box, then enter your new password in the next two boxes and click “*Save Password*”. Your password should be at least eight characters in length.
- If you do not remember your old password, log off the system, enter your username (email address) on the login screen, and click “*Create New Password*”. Your password will be emailed to you immediately.



QUARANTINE INBOX   PREFERENCES

[Log Off](#)

Security	Quarantine Enable/Disable	Spam Filter Enable/Disable	Spam Scoring Levels
Whitelist/Blacklist			
<b>Change Password</b> <span style="float: right;">?</span>			
Old Password:	<input type="text"/>		
New Password:	<input type="text"/>		
Re-Type New Password:	<input type="text"/>		
	<input type="button" value="Save Password"/>		

### Quarantine Enable/Disable

- Access this section by clicking the “*Preferences*” tab, then the “*Quarantine Enable/Disable*” menu item.
- Quarantine is enabled by default when your account is created. If you do not want your email quarantined, select “*No*” and click “*Save Changes*”. To allow your quarantine inbox to receive messages, select “*Yes*” and click “*Save Changes*”.
- If you have Quarantine Score below 10 under “*Spam Scoring Levels*”, and turn off the Quarantine in this section, your Quarantined emails will be delivered to your box with the subject line modified by the text “[QUARANTINE]”. Your Quarantine Inbox will no longer receive messages.

The screenshot shows the IT Information Technology web interface. At the top left is the logo for 'it information technology'. To the right are navigation tabs for 'QUARANTINE INBOX' and 'PREFERENCES'. Further right is a 'Log Off' link. Below these are sub-tabs: 'Security', 'Quarantine Enable/Disable', 'Spam Filter Enable/Disable', and 'Spam Scoring Levels'. Under the 'Quarantine Enable/Disable' sub-tab, there is a 'Whitelist/Blacklist' section and a main section titled 'Enable/Disable Quarantine'. This section contains a 'Save Changes' button and a help icon (?). Below this, the text 'Enable Quarantine:' is followed by two radio buttons: 'Yes' (which is selected) and 'No'. A tooltip box next to the radio buttons contains the text: "Yes" recommended. If "No" selected, messages that would ordinarily be quarantined will be delivered with "[QURA]" in the subject line.

### Spam Filtering Enable/Disable

- Access this section by clicking the “*Preferences*” tab, then the “*Spam Filter Enable/Disable*” menu item.
- Spam scanning is enabled by default when your account is created. If you do not want your email filtered, select “*No*” and click “*Save Changes*”. To allow your email to be filtered, select “*Yes*” and click “*Save Changes*”.

The screenshot shows the IT Information Technology web interface. At the top left is the logo for 'it information technology'. To the right are navigation tabs for 'QUARANTINE INBOX' and 'PREFERENCES'. Further right is a 'Log Off' link. Below these are sub-tabs: 'Security', 'Quarantine Enable/Disable', 'Spam Filter Enable/Disable', and 'Spam Scoring Levels'. Under the 'Spam Filter Enable/Disable' sub-tab, there is a 'Whitelist/Blacklist' section and a main section titled 'Enable/Disable Spam Scan'. This section contains a 'Save Changes' button and a help icon (?). Below this, the text 'Enable Spam Scanning:' is followed by two radio buttons: 'Yes' (which is selected) and 'No'. A tooltip box next to the radio buttons contains the text: "Yes" recommended. If "No" selected, all messages will be delivered without being scanned for spam.

### Whitelist / Blacklist

- Access this section by clicking the “*Preferences*” tab, then the “*Whitelist/Blacklist*” menu item.
- The whitelist is a list of domains and/or email addresses is always allowed to send you email, regardless of the spam score. An example where you would use a whitelist is if you subscribe to a newsletter from nhl.com, but it is constantly marked as spam. You would add “nhl.com” to your whitelist. This list is only affects your mailbox.
- The blacklist is a list of domains and/or email addresses that are never allowed to send you email, regardless of the spam score. An example where you would use a blacklist is if you were previously on a weekly mailing list from free-stuff.com, but now they will not remove you. You would add “free-stuff.com” to your blacklist. This list is only affects your mailbox.
- To add a domain or email address to either list, enter it in the appropriate box and click the “*Add*” button.
- To remove a domain or email address from one of your lists, find it in the list and click the trash button next to it.

**Information Technology**

QUARANTINE INBOX PREFERENCES Log Off

Security Quarantine Enable/Disable Spam Filter Enable/Disable Spam Scoring Levels

Whitelist/Blacklist

**Configuration successfully updated**

Allowed Email Addresses and Domains ?

Email Address	
sdm3.com	
wayne@yahoo.com	
<input type="text"/>	Add

Blocked Email Addresses and Domains ?

Email Address	
britmilla.com	
mailer@free-gifts.com	
<input type="text"/>	Add

**To remove a previously allowed or blocked name, click the trash button next to it on the list.**

**Enter a domain or email address that is ALWAYS allowed to email you, and click the "Add" button.**

**Enter a domain or email address that is NEVER allowed to email you, and click the "Add" button.**



### Quarantine Inbox

- Access this section by clicking the “*Quarantine Inbox*” tab.
- When you set your quarantine score to a value greater than your tag score and less than your block score, some messages will be quarantined. If you have quarantine enabled, these will be stored in your “Quarantine Inbox”.
- For all messages in your quarantine, you are encouraged to classify them as spam or not spam. This will further teach the system so it can filter better in the future. To classify messages, click the check box to the left of the message, then click the “*Classify as Spam*” button if it is spam, or “*Classify as Not Spam*” if it is a good email.
- There are three ways to handle a message in quarantine. You can do each of these either by checking off the messages and clicking the appropriate button, or clicking the individual link next to the message.
  - Deliver: Deliver the message(s) to your mailbox.
  - Whitelist: Place the sender(s) on your whitelist. All future emails from this sender will be sent to your inbox.
  - Delete: Delete the message(s) from quarantine.
- Your Quarantine list will also be emailed to you daily at 3:30pm Eastern Time. You may enter your quarantine inbox directly from this email.

The screenshot shows the 'Quarantine Inbox' interface. At the top left is the 'information technology' logo. A 'Log Off' link is at the top right. Below the header, there are controls for 'Refresh', 'Filter: None', and 'Apply Filter'. A 'Page: 1' indicator is on the right. Below these are buttons for 'Deliver', 'Whitelist', 'Delete', 'Classify as Not Spam', and 'Classify as Spam'. A table lists two messages with columns for 'Date', 'From', 'Subject', and 'Actions'. The 'Actions' column contains links for 'Deliver', 'Whitelist', and 'Delete' for each message. Three red callout boxes provide instructions: one at the top explains that selecting and classifying messages helps the system filter better; one at the bottom left explains that messages can be selected and then delivered, whitelisted, or deleted; one at the bottom right explains that messages can be handled individually by clicking the links next to them.

**Quarantine Inbox**

Log Off

Refresh Filter: None Apply Filter Page: 1

Deliver Whitelist Delete Classify as Not Spam Classify as Spam

Date	From	Subject	Actions
07/19 14:11	list1@featuredcasino.com	Get \$135 Bonus At Colosseum Casino	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>
07/19 16:03	shane.Senecal <rbhmliuyu@bu...>	V1c0d1n and X.anex thin	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>

**Callout 1 (Top):** Selecting messages and classifying them as "spam" or "not spam" helps the system better filter in the future. Check next to the messages and click one of these buttons.

**Callout 2 (Bottom Left):** You can select messages and have them delivered to your inbox, added to your whitelist (so they will be delivered in the future), or deleted from the Quarantine. Check next to the messages and click one of these buttons.

**Callout 3 (Bottom Right):** Messages can be delivered, whitelisted, or deleted individually by clicking on one of these links next to the message.

## Outlook Features

- Two new buttons will be added to your Outlook (if you are part of the SPECTACOR domain). These will not be available to Outlook Web Access or Macintosh users. These buttons are also not available on Blackberry.
- The red envelope button will submit a message as spam, and move the message to your "Deleted Items" folder. The green envelope button will submit a message as not spam, and leave it where it is. These buttons mark these emails for the spam filtering system, which evaluates the pattern of all messages submitted and learns from this process.
- Select the messages in your mailbox, and click the appropriate button. It's recommended not to select more than three or four messages at a time.
- All users are encouraged to classify their outside email as spam or not spam. This can be done regardless of your personal spam settings.

