

Stopping Spam

Introduction

E-mail spam, also known as junk e-mail, is a subset of spam that involves nearly identical messages sent to numerous recipients by e-mail. A common synonym for spam is unsolicited bulk e-mail. Definitions of spam usually include the aspects that email is unsolicited and sent in bulk.

We have implemented advanced multi-layered spam prevention tools to help avoid annoying spam emails. There is a careful balance between stopping spam and stopping legitimate emails being delivered and the system cannot be perfect.

The level of anti spam available is controlled by you; below we try and explain the different methods and how to turn them on and off.

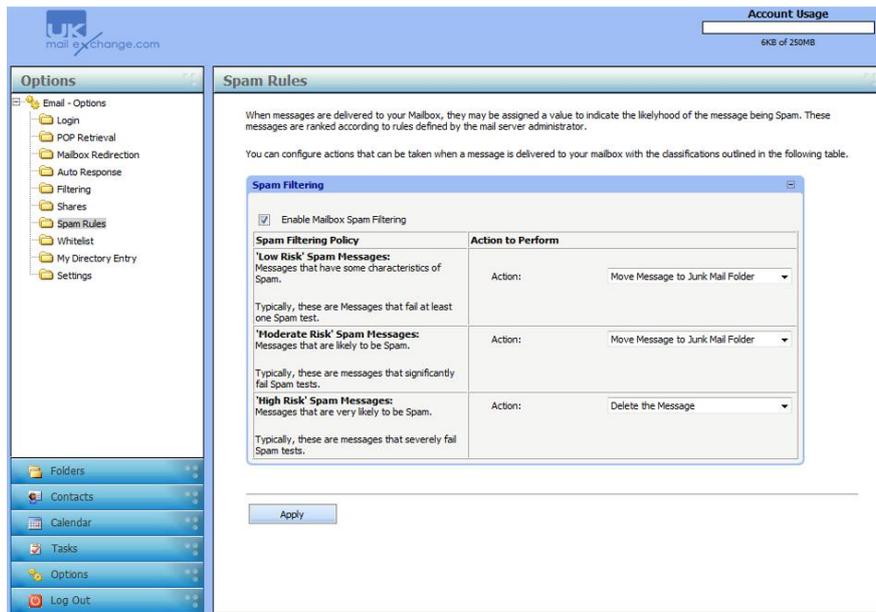
Rules of the web

There are things we can do and but also equally important steps you as an individual can do to protect yourself.

1. However tempting it can be don't reply to spam, if the spammers know the email address is active you will receive ten times the amount of spam; instead forward the spam to: spam@ukmailexchange.com
2. Try not to display your email address in public. That includes newsgroup postings, chat rooms, websites or in an online service's membership directory.
3. Check the privacy policy when you submit your address to a website. If possible don't submit your address at all to websites.
4. Some websites allow you to opt out of receiving email from their "partners", but you may have to uncheck a preselected box if you want to opt out.
5. Forward all spam to spam@ukmailexchange.com and we can add it to our filters.

Getting To Much Spam

If you are receiving too much spam you can configure your settings via webmail. Log in to webmail at www.ukmx.net and click on "Options" (bottom left hand menu). And click "Spam Rules", you will then see the below screen.



1. Make sure the “Enable Mailbox Spam Filtering” check box is selected.
2. For each level of spam protection you can choose the action to be preformed.
3. Click “Apply”

Graylisting

Greylisting is a new weapon in our war against spam. This new shielding method blocks out huge amounts of spam. What happen is that each time a given mailbox receives an email from an unknown source, that mail is rejected with a "try again later" message. This, in the short run, means that all mail gets delayed by up to an hour. But this is where spam loses out! It's too expensive and time consuming for the spammers to try again.

Graylisting has a major benefit of stopping a massive amount of spam, but can cause delays for incoming emails of up to an hour or more. Also some legitimate bulk emails will also not try and thus will not arrive – this is uncommon but has happened before. For these reasons to enable Graylisting on your account contact us via support@ukmailexchange.com.

Conclusion

We hope this guide is useful to you and helps reduce the amount of spam you receive. We are always working hard to combat spam and with your help our systems will go from strength to strength. Please get in contact if you have any further questions.

Version

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