

## **Email, Listserv, and Spam Filters**

### **May 7, 2009**

Please make note of these recent email delivery problems and take the recommended corrective action.

- **Problem:**

I have learned of errors with spam filtering (never a precise science). Multiple users have discovered email from listserv.iupui.edu in their junk mail folders. We have reported the problem to the UITS messaging team, but at this point it is uncertain whether UITS will find a remedy.

**Action points:**

To ensure that your official email is arriving in your Inbox and not your junk folder, please take these steps:

- Add @listserv.iupui.edu to your list of "Safe Senders" or "Whitelist."
  - Instructions for Exchange users: <http://kb.iu.edu/data/amzk.html>.
  - Instructions for IU Webmail (Cyrus) users: <http://kb.iu.edu/data/aumb.html>.
- Check the contents of your junk mail folder on a regular basis.

- **Problem:**

Important email sent by students to MSA and MECA staff has been diverted to junk mail. The students sent messages from umail or imail accounts. (These accounts are not sufficiently secure to be sanctioned for medical students use, but several students with IU Webmail "Cyrus" accounts have migrated to them by mistake.) For spam filtering purposes, umail.iu.edu and imail.iu.edu are not recognized as IU domains. Therefore, email from those addresses is more likely to be misidentified as spam.

**Action point:**

- If you have switched to umail or imail, discontinue use of those accounts. Create an Exchange account and use it instead.