

# EMAIL USER GUIDELINES FOR PREVENTING SPAM

WHITEPAPER

*A good spam filter like PreciseMail Anti-Spam Gateway or PreciseMail Filtering Service is essential for any organization since email is a critical business communication tool. Email users can be less susceptible to spam attacks with a little education. Once users are educated on spam, they will be able to lower their profile, thereby avoiding actions that get them on the spamming email lists.*

The following information should be communicated to every email user in your organization:

- Never accept the option to "click here to unsubscribe" or send a reply. That tells the spammer that they have a valid email address. Email users may actually start getting MORE spam instead!
- When submitting forms over the Web, opt out of any newsletter or mailing list. Many companies share or sell their e-mail lists so once users are on their list, they will soon be on another, and another, and another.
- Refrain from forwarding chain letters, humor, news flashes, or even family messages. Spammers receive these messages too, and then extract the embedded address list for their own use.
- Use a disposable e-mail address (Yahoo!®, AOL®, etc.) when registering with retail Web sites or message boards. These are sure-fire targets for spam. By using a different address, you can keep your business address clean.
- Select longer, more complicated email names. Shorter addresses tend to receive more spam mail than longer ones, according to The Center for Democracy and Technology, a policy group.
- Provide a different address for your friends and family. You may be careful with your business address, but if a friend or relative lets your address get out, all your other efforts are wasted.
- Run an anti-virus engine on your home PC and keep it current. Many viruses target the Outlook address list. If your home PC is used for work it has all of your important addresses. A personal firewall is a good idea too.
- Treat your email address with respect. Give it out with the same consideration you use for your home address or personal cell phone number.

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Your email address is a valuable commodity. Remember to use it wisely and you can avoid both the junk e-mail and the frustration of dealing with it.

## PRECISEMAIL OVERVIEW

PreciseMail Anti-Spam Gateway eliminates unwanted email at the Internet gateway or mail server without filtering legitimate email messages, producing a large cost savings to organizations of all sizes. Its highly accurate filtering engine uses multiple filtering technologies, making it difficult for spammers to circumvent. As a result, PreciseMail Anti-Spam Gateway proactively determines whether email is spam, instead of passively reacting to known spammers by creating rules that block them after a spam attack occurs.

For organizations that do not have the IT resources to use a software solution in-house, Process Software offers PreciseMail Filtering Service. It delivers complete email security at the perimeter including spam, virus, and policy protection. PreciseMail Filtering Service uses the same filtering technologies as the PreciseMail Anti-Spam Gateway, but requires no hardware or software to install and maintain.

Both PreciseMail Anti-Spam Gateway and PreciseMail Filtering Service can be customized, allowing each organization and each email user to decide how best to handle spam in their environment - giving them precisely the email they want.

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*Process Software is a premier supplier of communications software solutions to mission critical environments. With 20 years in business, we were early innovators of email software and anti-spam technology. Process Software has a proven track record of success with thousands of customers, including many Global 2000 and Fortune 1000 companies.*

*For more information on **PreciseMail Anti-Spam Gateway**, visit the Process Software website at <http://www.process.com/>. A free demonstration of PreciseMail Anti-Spam Gateway is also available.*



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