

Precise Mail End User Guide

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What is Precise Mail?

Precise Mail is the Anti-Spam service that protects your University of Canterbury email account against Spam, Phishing attempts and Virus threats.

Precise Mail acts as a "Gateway". It receives all email messages from outside our organisation and checks the Sender, Contents, and any Attachments to determine if the message is trustworthy before delivering it to your mailbox.

You can access Precise Mail by visiting <https://spam.canterbury.ac.nz> and logging in with your University of Canterbury email address and password.

How Does it Work?

Precise Mail inspects all inbound messages to the University of Canterbury organisation and performs the two actions:

Step One: Checks with cloud-based Reputation Services to determine if the sending computer has a reputation for sending spam to other organisations. If the sending computer is classified as a spam relay, then the connection is dropped and the message is rejected.

Step Two: The message contents is analysed for key words, common misspelling, word proximity, hidden content and other indications of spam messages and is assigned a **spam score** based off how many behaviors Precise Mail detects.

The messages will then either be blocked or allowed through based on that spam score.

- **<12** - Low Probability Spam - Inserts a note into the **Subject** and allows the email through to the mailbox.
- **12-99** - High Probability Spam - Sends the email to the **Quarantine** folder.
- **>100** - Confirmed Spam - Sends the email to the **Discard** folder.

These thresholds can be customised on a person by person basis. The spam filter does scan with out-going messages.

Managing your Precise Mail Quarantine

You can control your own messages and preferences by visiting the Precise Mail page - <https://spam.canterbury.ac.nz>

From here you can do the following:

- View, release or delete quarantined or discarded messages
- Modify your personal trusted senders
- Opt-out of spam filtering
- Adjust the spam scoring system
- Create or Modify custom filtering rules

Working with your Quarantine:

From the Precise Mail landing page you can work with your quarantine using the links below:



[View Quarantined Messages](#) ---- [Search Quarantined Messages](#)

[View Discarded Messages](#) ---- [Search Discarded Messages](#)

- **View Quarantined Messages:** View all messages currently in the spam quarantine
- **Search Quarantined Messages:** Search historic messages in the spam quarantine
- **View Discarded Messages:** View all messages that have been marked as confirmed spam and discarded
- **Search Discarded Messages:** Search historic messages that have been marked as spam and discarded

Working with your Allowed/Blocked Senders

From the Allow List/Block List pages you can customize your personal allow/block list. From here you can allow all emails from a specific email or domain or block them.



[Create, Update, or Review Your Allow List](#)



[Create, Update, or Review Your Block List](#)

- **New Address or Domain:** *The email address or domain you wish to allow/block.*
- **Optional Description:** *An optional description of the entry*

Once an entry has been recorded to your personal Allow/Block list you can then edit/remove it from the same screens.

Working with your Preferences

From the preferences page you can adjust how Precise Mail performs its actions on your email. The following options are available:

- **Quarantine View:** *Adjust the default view for the message quarantine. You can opt-out of the quarantine notification messages here too.*
- **Spam Thresholds:** *From the Spam Thresholds page you can adjust the scoring for how Precise Mail classifies an email. By adjusting the thresholds you can loosen or tighten how Precise Mail classifies messages and the actions it takes on them. You can also enable/disable the Quarantine and Discard areas from here*

Precise Mail Tips



- Regularly clean out your allow/block list of entries you don't need.
- If you've got lots of messages in your quarantine, sort by score. The lower the score, the more trustworthy the message.
- Once you've released the messages from your quarantine, you can delete any messages you don't want or that have already been released.
- Check both the Discard and Quarantine folders for messages. Alternatively set the discard threshold very high so messages all go to the quarantine.
- Remember, no system is perfect. Contact the ICT Service Desk for any issues or queries with PreciseMail.



- Don't add @uclive or @canterbury.ac.nz email addresses to your allow list. These are allowed by default.
- Avoid using wild cards to allow/block large mail domains, such as Gmail or Hotmail.
- Don't release the same message twice, messages that have already been released will get discarded before reaching your inbox.