SpamAssassin FAQs

Do the messages in the POSSIBLE SPAM folder get deleted automatically?
No. You will need to regularly delete those messages manually. That may change in the future, but for the next several months at least, this gives all of us the opportunity to fine tune SpamAssassin’s capabilities. ITS suggests that you delete the messages in the folder no less than once a week.

Can sites/domains be ‘whitelisted’ so SpamAssassin doesn’t block messages from certain addresses?
Yes. ‘Whitelisting’ (pre-approving a domain or site as authorized) overrides what otherwise might be identified as spam and automatically allows the messages through without filtering. Send a request to the ITS HelpDesk if you would like to request that a domain or address be whitelisted. Unless there is a clear justification that meets the needs of the University, all such requests will be reviewed by the ITS Director and/or the appropriate Vice President before whitelisting will be authorized.

Can information about SpamAssassin’s performance be made available?
In the next month or so, ITS plans to make this information available on InsideCBU. You will be able to see statistics and graphs showing the effectiveness of the tool.

I get regular emails from legitimate sources, but want to stop them. Should I send those as attachments to the spam@calbaptist.edu address?
No. Usually this means that you have subscribed to an email list (sometimes called a listserv). If you trust the source of these emails, you should unsubscribe from the list(s). There are usually instructions at the bottom of the email that will help you with this. Make sure you trust the source!

Can the SpamAssassin also filter my other email addresses if I access them from within LancerNet?
No. SpamAssassin can only block and filter email addressed to a calbaptist.edu email address.