

iAssist Tech Note



Title: SPAM Filtering at Waverley College

Audience: Parents and Staff at Waverley College

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Preamble:

This tech note explains the technical solutions Waverley has in place to protect its users from receiving unwanted SPAM email from potential address spoofing.

SPAM email - a definition

The definition of SPAM or Junk email is email that is sent to a user unsolicited. These emails often contain announcements, attention grabbing publicity emails or can also include inappropriate content or malicious code.

Waverley SPAM protection

As Waverley uses gmail as its email host all messages received are put through the google spam filters. SPAM filters are not 100% accurate and some legitimate emails can be flagged as SPAM as such the default action for Google is to place these emails into a separate folder in the user's email account.

Due to the inappropriate nature of some SPAM emails the following rules are now in place:

Years 5-7 - Any message deemed SPAM by the google filters is placed in a holding quarantine and is held there until released or deleted by iAssist staff.

Years 8-12 & Staff - Any messages deemed SPAM by the google filters are placed in the individual user's Junk/SPAM folder in their email accounts. This folder then

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automatically removes any messages older than 30 days. At any stage the user can access these messages and delete.

Email Spoofing - a definition

Email spoofing is the creation of email messages with a forged sender address. This often materialises with a user being informed 'they' are sending strange emails to users in their address book.

Waverley Spoofing protection

We use DKIM authentication and SPF (Sender Policy Framework) which allows recipient email servers are able to check against the Waverley email domain to confirm the message source is genuine and from a Waverley user and not from another source.