Using BT Mail's anti-spam features

This help is about our new BT Mail service. If you use BT Yahoo Mail, see page 3

So what is Spam and what isn't? Like the junk mail that's pushed through your letterbox, spam email is worthless information that you haven't asked to receive. It's also very difficult to completely get rid of. That's why most email services (including ours) now filter spam to weed out the unsolicited messages before they ever arrive in your inbox.

Here's more general advice on how to deal with spam in BT Email >

What isn't spam is a marketing email you might get from a reputable company, like a utility company or retailer. Although you might not want it, it's legitimate marketing info. It won't usually be treated as spam by any spam filters.

To stop you from getting unwanted emails, and to help protect you against malicious emails, BT Yahoo Mail has various tools. These include:

- Spam protection - sends spam emails directly to the Spam folder and can block them in future
- Filters - automatically sort incoming messages to different folders
- Block Addresses - stop email from particular email addresses or domains that you select
- Safe Sender - for email addresses or domains that you select
- Image blocking - prevents spammers from knowing you opened their email and protects you from looking at images you don't want to see

Although we have our own systems to detect and manage spam, we also rely on you to tell us the kind of things you don't want to get. We base a sender's reputation on what you tell us about the messages you get.

Our spam filters may therefore occasionally put a legitimate email into your spam folder, which may be because other users have marked similar emails as spam. If you seem to be missing emails or you haven't got an email you were expecting, check the Spam folder first.

Marking emails as Spam or Not Spam

Spam
If you receive a spam email, highlight the message and click on Spam. To confirm you want to mark the email as spam and move it to the Spam folder, click Yes.
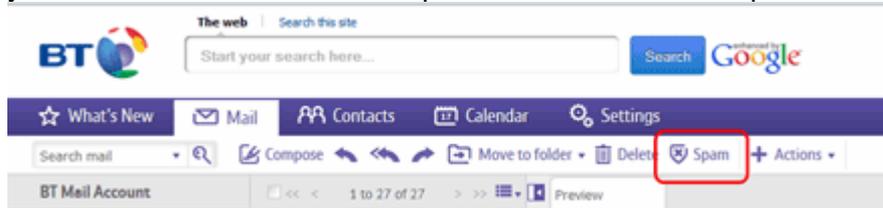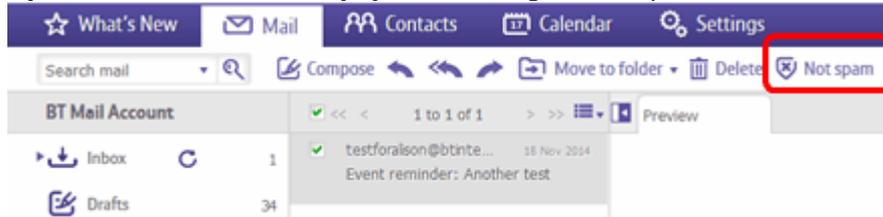

Managing spam in BT Mail

Marking the message as spam won't guarantee that future emails from that sender will be treated as spam. So for good measure, you should also take a look at 'How to Block Senders'.

Remember, marketing emails aren't treated as Spam so to stop these, click on the 'unsubscribe' link which can usually be found at the end of the email.

Not Spam
We recommend you regularly check your Spam folder as sometimes emails you're expecting may end up there. If they do, select the message and click on the **Not Spam** button. Alternatively, you can drag and drop the email back into your Inbox.

This tells us that you're happy to receive this type of email and we'll eventually send it to your Inbox instead of automatically putting it in your Spam folder.

Managing spam in BT Mail

Marking a message as "Not spam" won't necessarily guarantee that future email messages from that sender will be put into your Inbox. To improve the automatic filtering, you can also add the originator's email address to your contacts directory and also to your 'Safe Senders List'.

By default, email in the Spam folder is automatically deleted after a month. This should give you enough time to look at your "Spam" emails and check whether they are really spam. However you may wish to do this more regularly by selecting the email message and then clicking on the Trash bin icon to the right of the folder. Or, you can select 'Delete' from the top toolbar. You can also select multiple emails and drag and drop them into the Trash folder.

Using the safe senders feature
Our Spam filters may occasionally put a legitimate email into your spam folder, which may be because other users have marked similar emails as spam. If you seem to be missing emails, or haven't got an email you were expecting, check the Spam folder first.

To make sure that emails you wish to receive are never put into your Spam, you can add them as a "Safe Sender".

From the Settings tab, select the Safe senders" folder and click on the Add button
Add the email address you want to mark as safe and click Save
After a confirmation message the email address will be added to your list of safe senders
To remove a safe sender you just need to click on the Delete button
If you remove an email address from your list of safe senders you might want to think about adding it to your list of blocked senders.

Using BT Yahoo's anti-spam features

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Marking emails as Spam or Not Spam

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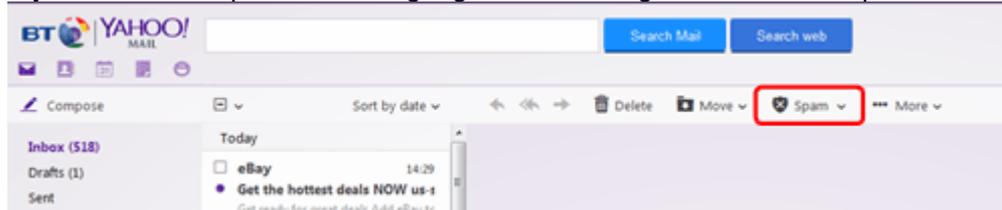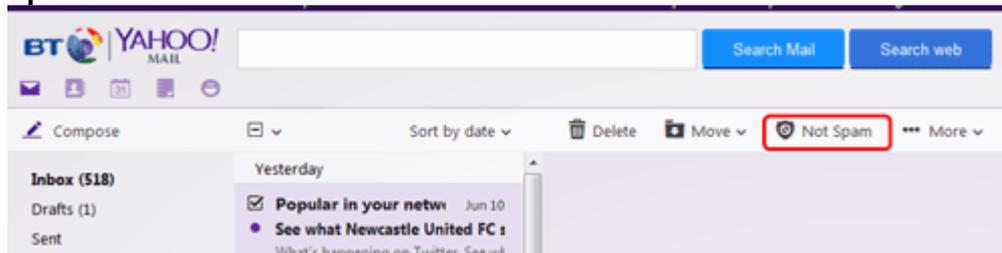

Dealing with spam in BT Yahoo Mail

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Adding a sender to your contacts
To improve the automatic filtering, you can also add the originator's email address to your contacts directory. To do this, click the **Actions** link in the email menu bar and select **Add Sender to Contacts** from the drop-down menu.