



THE CANADIAN
BAR ASSOCIATION

Mastering your Mailbox: E-mail and Information Management

- **Dominic Jaar**
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Make this Session a Hit



- What areas must be touched upon to make this a hit?
 - What burning issues do *you* need addressed?
 - This session is driven by **YOU!**
-

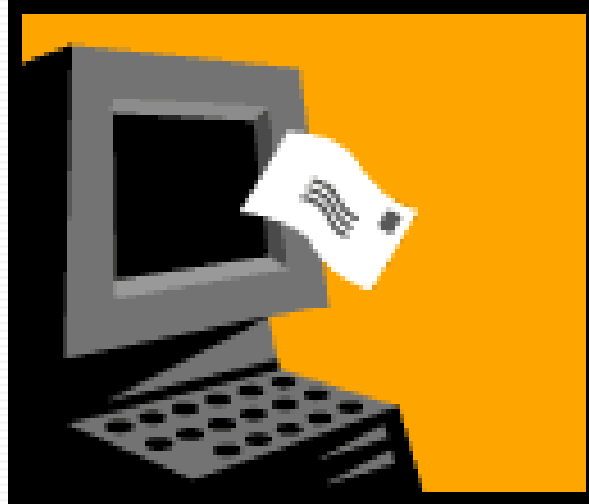
Topics To Be Covered Today

- Tips and techniques
- Filters, Flags, & Search Folders
- Spam
- Phishing emails
- Security
- Learning more



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Tips and Techniques



Tips and Techniques

- #1 use more than one email address:**
 - Business (may even consider 2...)
 - Personal
 - Web-based email (Gmail, Hotmail) – for travel
 - and...Disposable

 - #2 Don't use your business address for anything other than business**
 - Use a separate email address for listservs and other public uses....let these emails build up elsewhere...
-

Tips and Techniques

- #3 Use your inbox *only* to gather mail**
 - Not as a repository for To-Do's, memos, meeting notes, reminders, attachments, events, addresses, URLs etc...
 - Put those items in folders or in your Practice Management Software (TimeMatters, Amicus Attorney etc...)
 - #4 Clean out your inbox ...now**
 - Need a fresh start...by filing the emails (not dealing with them right now)
-

Tips and Techniques

- #5 Organize into sub-folders**
 - **Clients - Open**
 - Sub-folder for each client**
 - **Clients – Closed**
 - **Administration (e.g.: accountant)**
 - **Informational (e.g.: mailing lists)**
 - **Personal**
 - #6 Backup the Outlook.pst file**
-

RSS – Really Simple Syndication

- Get the information you want when you want it
 - Separate current awareness from correspondence
 - How to get started:
 - Get a reader
 - Outlook 2007 / IE7 / Firefox
 - FeedReader (download)
 - Bloglines (web-based)
 - MyYahoo (web-based)
 - Subscribe to Feeds
 - Feedster
 - Syndic8
 - Look for **XML** OR **RSS**
-



[Add your Gmail inbox](#) to the Google homepage.
You are currently using 4924 MB (69%) of your 7046 MB.

Gmail.com

- Arguably the world's best web-based mail
 - Free, and available to anyone
 - HUGE capacity!! 7,000+ megabytes
 - Automatic threading of discussions
 - Automatic notifier (with download)
 - Automatic spam filtering
 - Forwarding, signatures and *much much more!!*
-

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..or Zoho!



Zoho Mail - Relating Zoho with the world

An email solution that is not only robust & secure but also gives you,



Personalized Email Address

allows you to have personalized (@yourdomain.com) email hosting



Folders & Labels

lets you choose between folders and labels instead of forcing you into one



Spam Protection

fights spam the only fool-proof way, by constantly learning from your actions



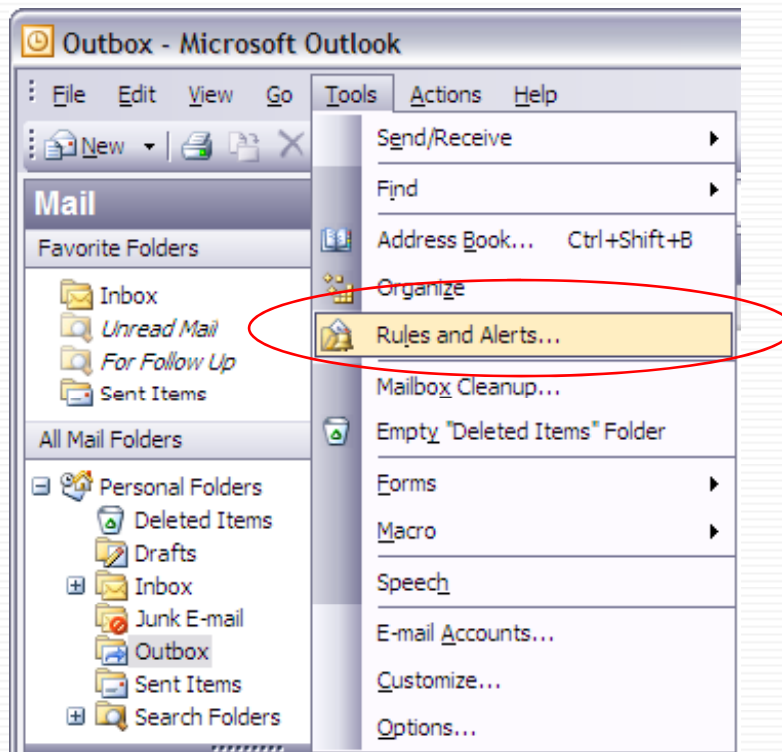
Best Integration

provides best integration with the other productivity services from Zoho

Filters

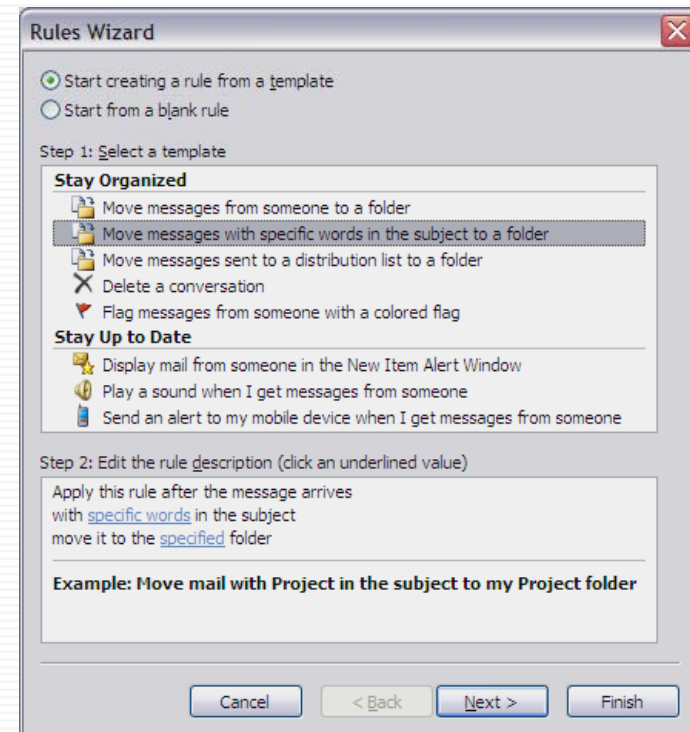
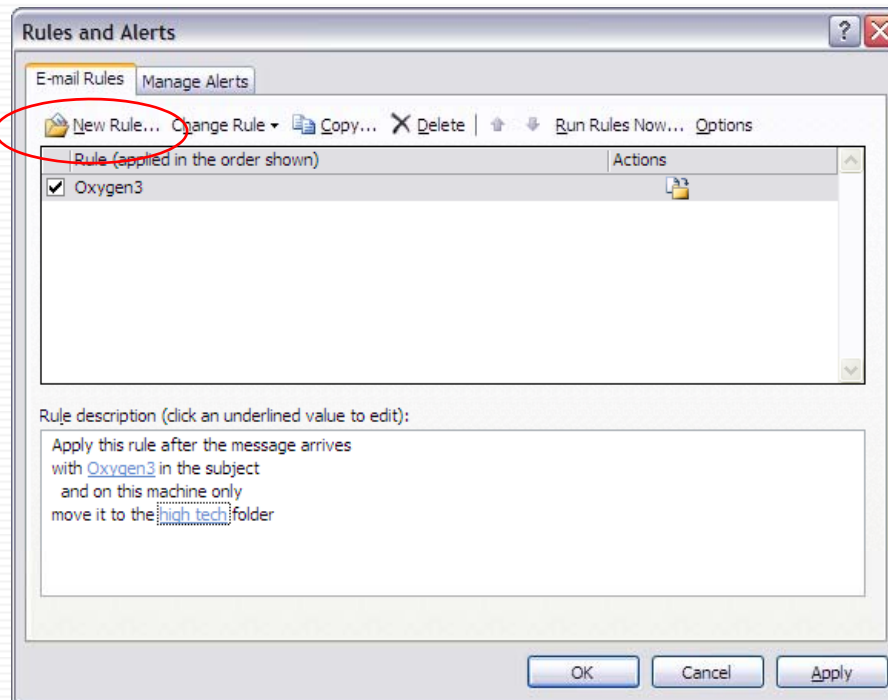


Filters in Outlook

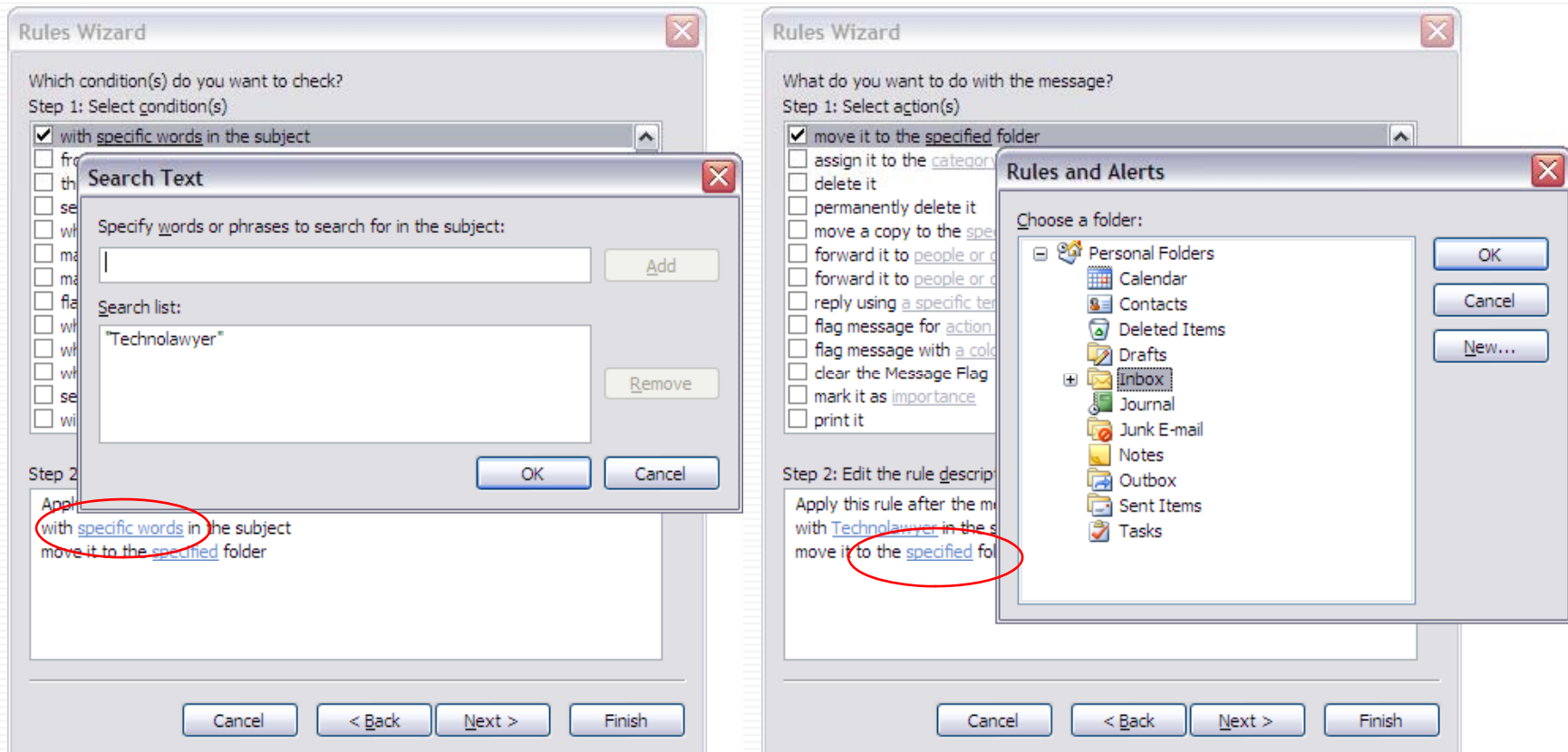


- Once you have filters built, you can have your mail automatically filed into folders as you wish
 - Or you can use filters to automatically delete junk mail
 - Use the exceptions and variations to suit your situation
-

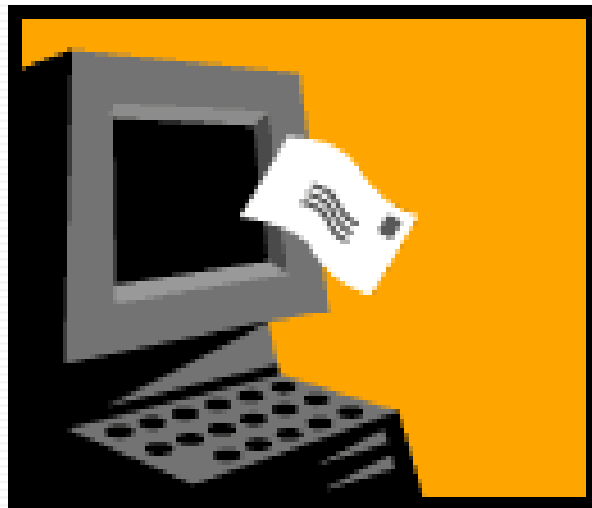
Filters in Outlook



Filters in Outlook



Flags



Flags in Outlook

- ❑ Use flags to follow-up for incoming and outgoing e-mail
- ❑ Numerous action options and colours
- ❑ Uses pop-up reminders for you or recipient
- ❑ Arrange by colour for at-a-glance priorities



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Flags in Outlook

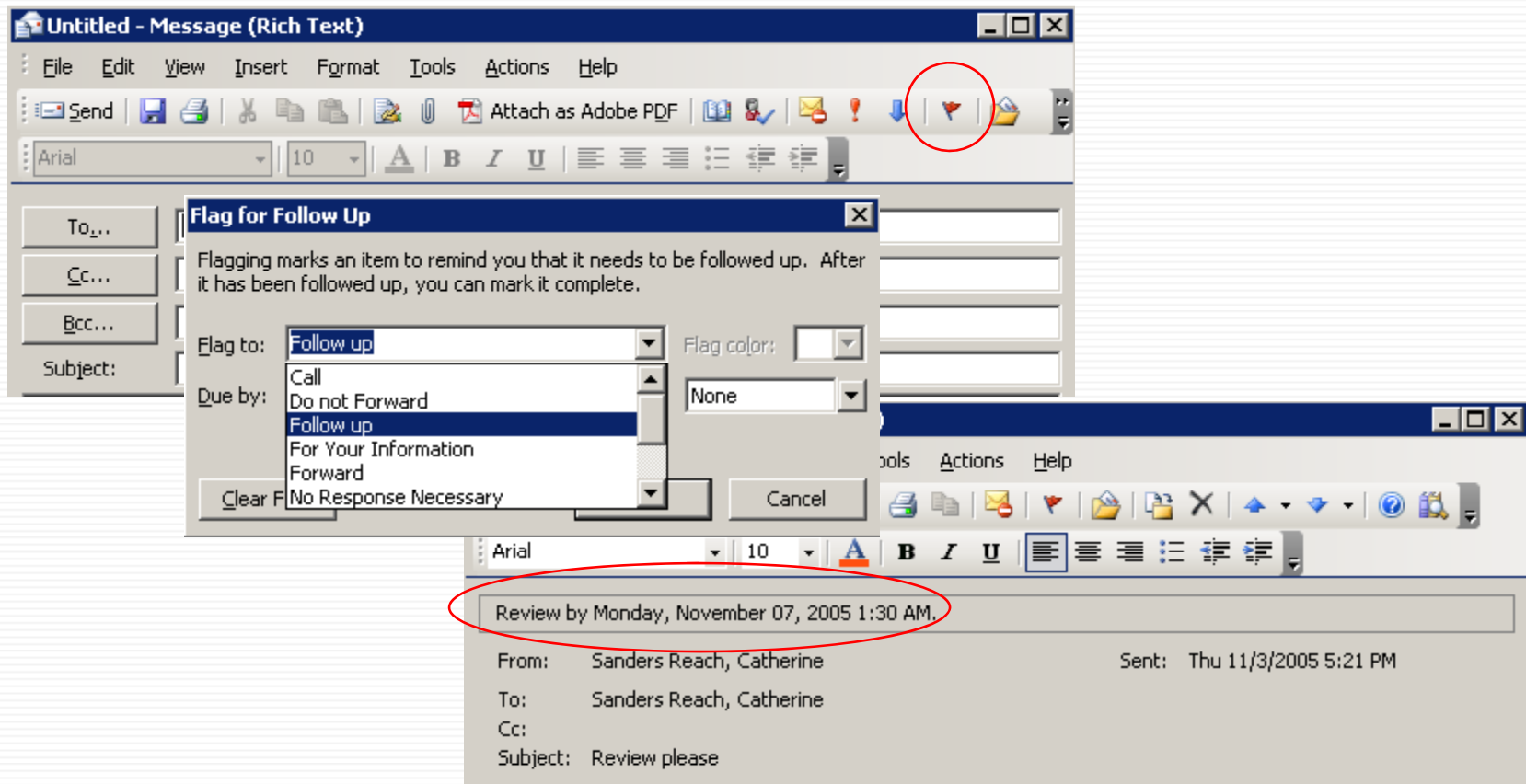
The screenshot shows an Outlook inbox with a context menu open over a selected email. The context menu includes options for adding various colored flags (Red, Blue, Yellow, Green, Orange, Purple), marking as complete, adding a reminder, clearing the flag, and setting a default flag. The 'Add Reminder' option is circled in red. A 'Flag for Follow Up' dialog box is also open, showing the 'Add Reminder' option selected. The dialog box contains the following information:

- Flag to: Call
- Flag color: Red
- Due by: Monday, November 14, 2005
- Time: 12:00 AM
- Completed:

The dialog box also includes 'Clear Flag', 'OK', and 'Cancel' buttons.

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Flags in Outlook



Flags in Outlook

The screenshot displays the Outlook interface with the 'For Follow Up' pane active. The left sidebar shows the 'Mail' folder selected, with a list of folders including 'Inbox', 'Unread Mail', 'For Follow Up [5]', and 'Sent Items'. The 'For Follow Up' pane is arranged by flag and shows a list of emails with their respective flags (Red and Yellow). The right pane shows a detailed view of an email from Annette Hill, including the subject 'Contoso Proposal: Text fo...', the body text 'Hi Annette, Can you please proposal? Thanks, Chris', and a snippet of the email content: 'Contoso P commitme an affordat distribute p inventory a working wil distribute C helps achie centralizati nncesses'.

Sender	Date	Flag
Red Flag		
Annette Hill	3:08 PM	Red Flag
Contoso Proposal: Text fo...		
Chris Gray	Thu 8/21	Red Flag
New customer service nu...		
Jeff Pike	Thu 8/21	Red Flag
Plan for Jo's upcoming birt...		
Yellow Flag		
Chris Gray	8/15/2003	Yellow Flag
new customer service num...		
Frank Zhang	8/15/2003	Yellow Flag
Have you seen Garrett?		

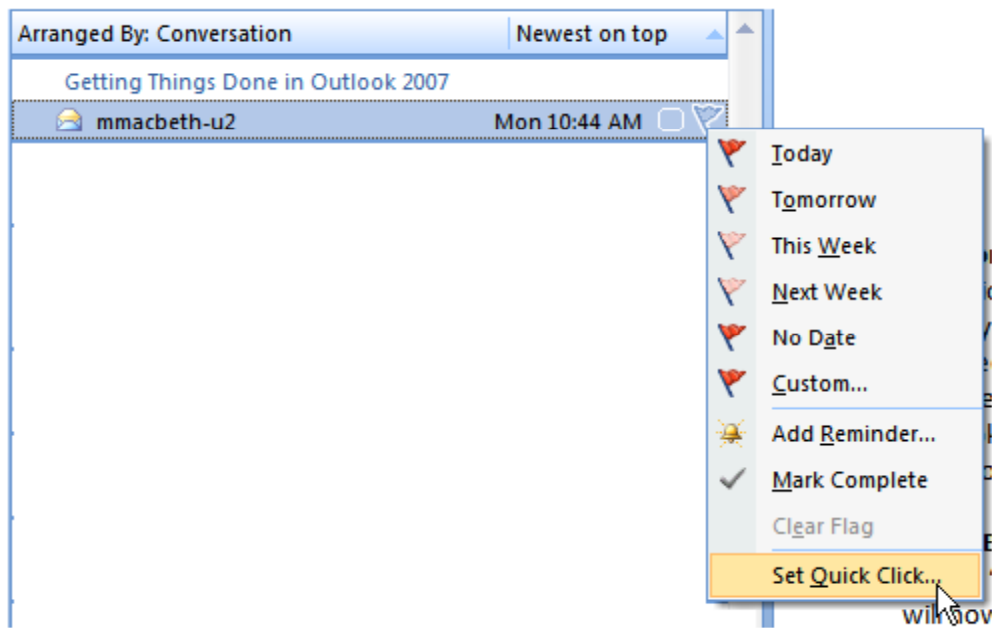
Contoso Pro
 Annette Hill
 Follow up
 To: Annette Hill
 Cc: Chris Gray

Hi Annette,
 Can you please proposal?
 Thanks,
 Chris

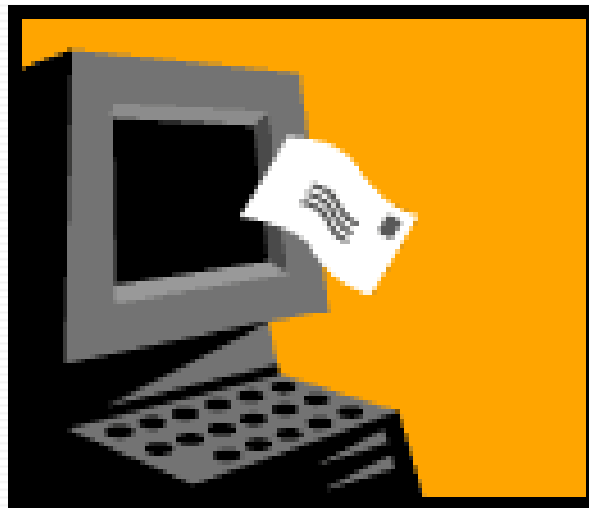
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Flags in Outlook 2007



Search Folders



Search Folders in Outlook



- Search folders show unread messages and those marked for follow-up by default
- Customizable – will show any search you create
- Contains copies of messages - they remain in the original folder

Search Folders in Outlook

Folder List

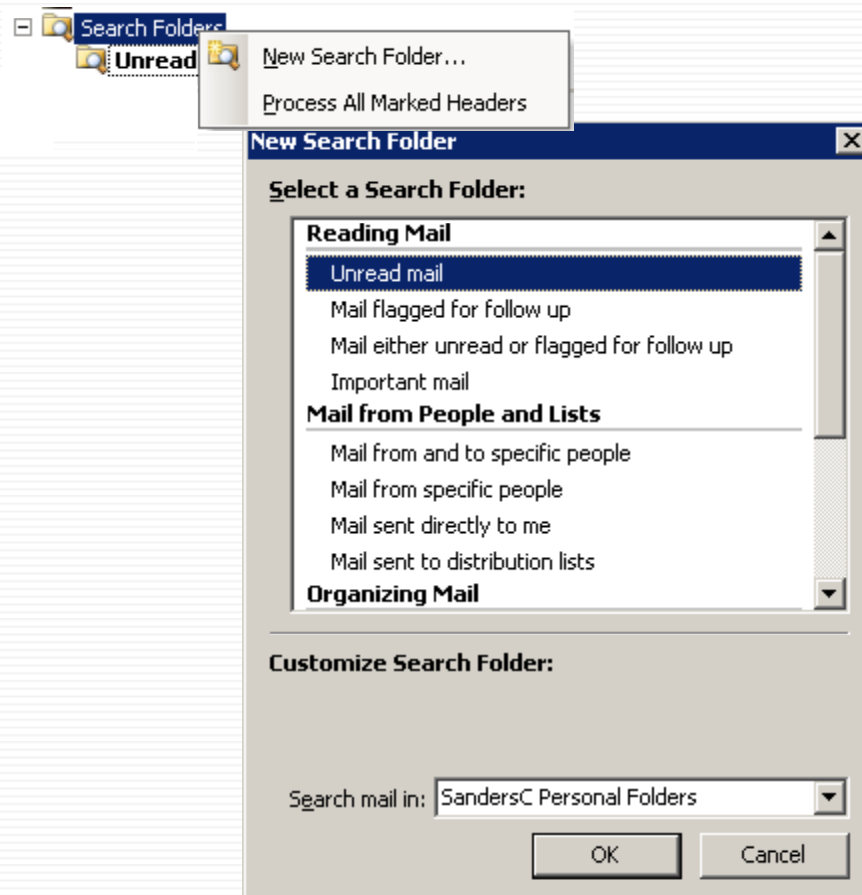
All Folders

- SLA-LAW (6)
- Suspend Listservs
- Technolawyer (13)
- West pubs (3)
- Woody's Office Watch (18)
- LTRC general
 - LTRC Helpline
 - LTRC Management
 - LTRC Budget
 - 2005-2006
 - Staff Issues
 - LTRC Marketing
 - LTRC Outreach
 - LTRC Staff
 - Gordon Kerr
 - Laura Ikens
 - Old Staff
 - Sarah Palmer
 - LTRC/SCOTIS topics
 - SCOTIS
 - Tech Survey
 - 2004-2005 Survey
 - Old Surveys
 - SPSS
 - Web Audit Bar Associations
 - Personal
 - Professional Development
 - SLA
 - Search Folders
 - Unread or For Follow Up** [257]

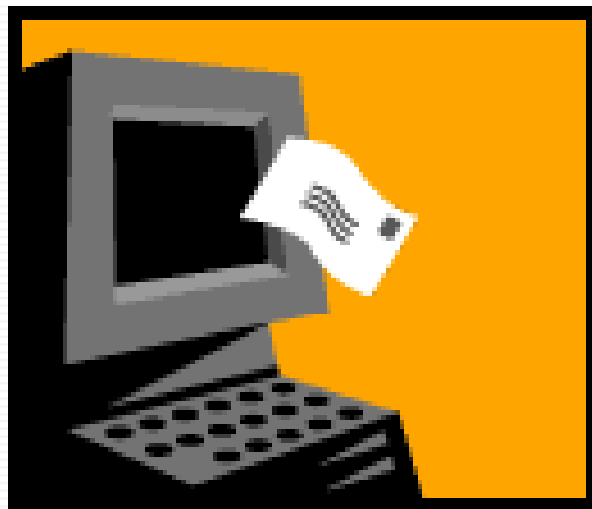
Unread or For Follow Up

From	Subject	Received	In Folder
Speer, Laura	Sponsorship Table	Thu 3/31...	SLA LD Dir...
lori.hedstrom@thomson.com	January Minutes for DLEG web site	Wed 3/3...	LD Website
My On Demand	Update: Your WebTrends Live Account	Thu 3/24...	Webtrends
member_services@oasis-open.org	New OASIS Membership Agreement	Fri 3/11/...	Membership
Monica Bay	snapshot questionnaire	Wed 3/2/...	LawTechno...
Anderson, Louise Hartman	BUDGET PREPARATION ALERT	Fri 2/25/...	2005-2006
Anderson, Louise Hartman	05/06 BUDGET PROCESS - A CLARIFIC...	Mon 2/14...	2005-2006
Running, James	Suggestion	Wed 2/9/...	Regrade
Anderson, Louise Hartman	FY2005-2006 BUDGET GUIDELINES, FO...	Wed 2/2/...	2005-2006
AMERICAN BAR ASSOCIATION 2005 MIDYE...	Acknowledgment-AMERICAN BAR ASS...	Fri 1/14/...	Midyear 2005
airweb@trondent.com	Travel Arrangements for Catherine S R...	Tue 1/11...	Midyear 2005
Wilhelm, Melissa	2005 Annual Meeting - Update #1	Fri 12/10...	Annual 2005
Wilhelm, Melissa	Salt Lake City Midyear Meeting Update #2	Wed 11/...	Midyear 2005
Todd Luken	ABA Legal Technology Survey	Thu 11/1...	2004-2005...
Broussard's Restaurant	Fw: your function for April 15, 2005	Wed 11/...	Dinner
Guajardo, Richard R.	Re: Welcome back - SLA LD Website talk?	Tue 7/20...	LD Website
Sanders Reach, Catherine	Staff attending CLE at Annual	Fri 7/16/...	Archive 20...
statement	Your June 2004 WebTrends Statement ...	Thu 7/1/...	Webtrends
Livingston, Lisette		Wed 3/2...	Staff Issues
Krupka, Karen	Changes to legal division web site progr...	Mon 3/22...	LD Website
Eckert McCall, Jill	Can you view this?	Thu 3/11...	Career Co...
Hibbitts, Bernard	Legal news feed for law library websites	Mon 2/9/...	LTRC general
Castroman, Suzanne	correction	Thu 1/8/...	LD Website
Cunniffe, Charlene	RE: Author's night	Wed 12/...	Author's Ni...
Clairmont, Michelle	Final Maestro Checklist	Fri 12/1...	Maestro

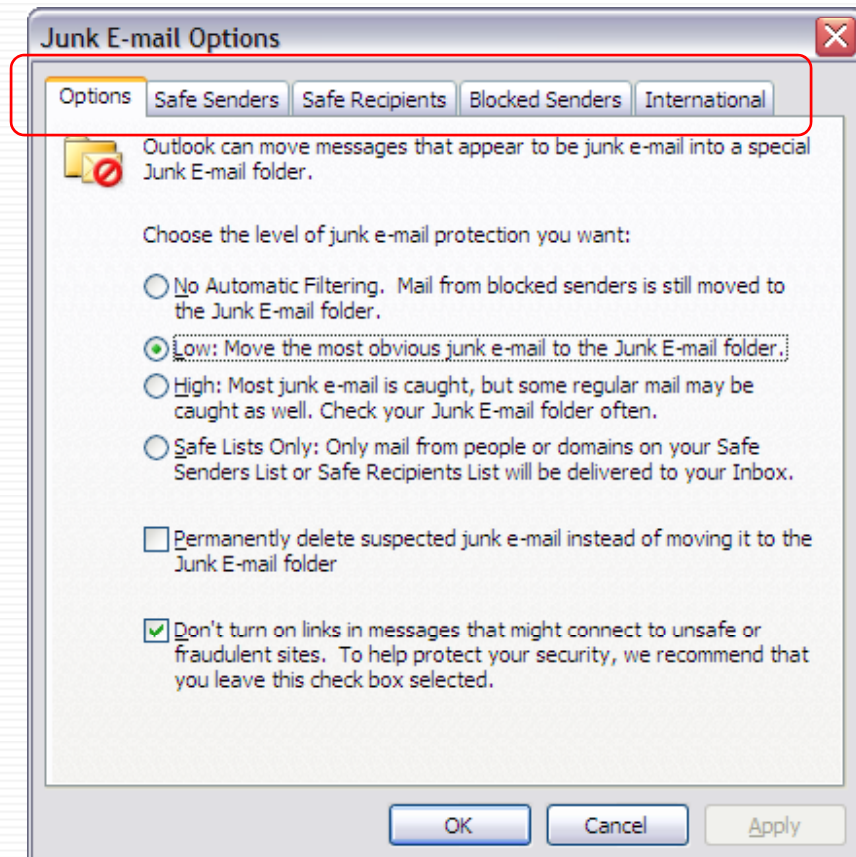
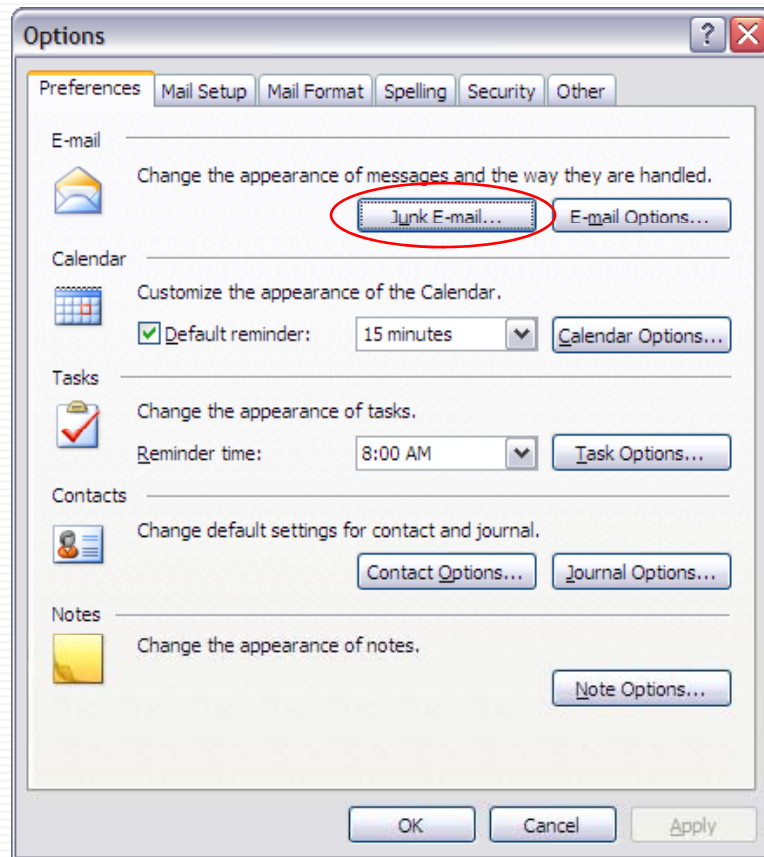
Search Folders in Outlook



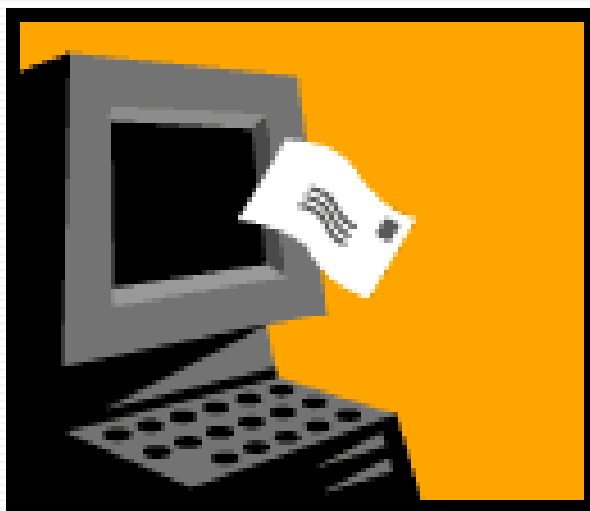
Spam



Spam



Phishing Emails



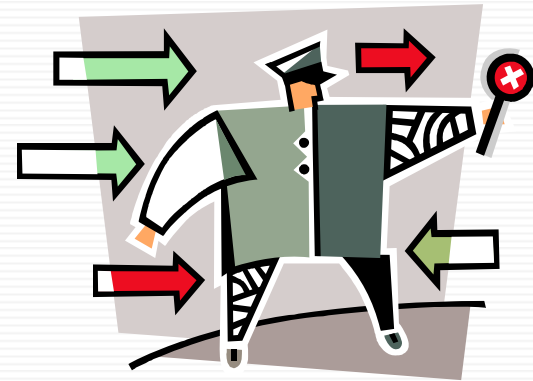
How to Prevent Phishing

- ❑ You need to be running Outlook 2003 or 2007
- ❑ Install the latest Office 2003 Service Pack
<http://tinyurl.com/am3tm>
- ❑ Install the Junk e-mail filter update for Outlook 2003
<http://tinyurl.com/dsg26>
- ❑ IE7 built-in Phishing Filter

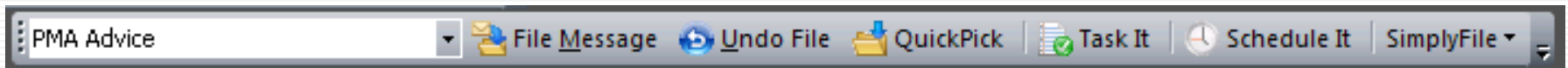


Anti-Phishing cont'd

- ❑ Dangerous email is automatically routed to your “junk” mail folder.
- ❑ All formatting has been stripped out – all html, all pictures – all you see is straight text.
- ❑ All hypertext links are turned off.
- ❑ If good emails are ending up in your “junk” folder, then:
 - Right-click on one of these emails.
 - Then click “Junk E-Mail” and then “Add Sender to Safe Senders List”.



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SimplyFile

- ❑ The *best* tool I have found this year... 😊
- ❑ Intelligent filing assistant for Microsoft Outlook
- ❑ "Guesses" the folder that an email should go
- ❑ One click – and it is filed!
- ❑ Speeds up handling the email avalanche!



Security



Passwords and Encryption

- **What do:**
 - **“Mon Cheri”, “070956”, “Quebec”, “Admin”, “Password” or a note stuck to your monitor have in common?**
 - **They are all really really bad passwords!!**
 - **Don't store your passwords in a Word or Excel file...easily found!**



Passwords and Encryption

□ Good Passwords:

- Have upper, lower case letters and characters
- Are not names, dates or words in a dictionary
- Change frequently
- Are kept *Secret*
- ~#mIck3yM0u5e!~

Perfect Passwords

GRC's Ultra High Security
Password Generator

63 random alpha-numeric characters (a-z, A-Z, 0-9):

8EyN1GhWtn1hSVdZM1jOmTFxMTQ15nN6U12fig&dRKWhwrhSBnUps3bocCV4seG



Passwords and Encryption

Password Storage Applications:

- Logon King (www.loginking.com)
- RoboForm Pro (www.roboform.com)
- Account Logon
(www.accountlogon.com)
- Password Safe - *free*
- (<http://passwordsafe.sourceforge.net/index.shtml>)
- Some allow your to store your passwords on a USB drive



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Antivirus, Anti-Malware Protection

- ❑ Hit with malware...who you gonna call?
 - ❑ Trend Micro's "HouseCall"
 - ❑ <http://housecall.trendmicro.com>

 - ❑ Free scan – tells you what it found...can then go searching for a removal tool
 - ❑ www.majorgeeks.com

 - ❑ SpyBot Search and Destroy *USED TO BE GOOD* (www.safer-networking.org/en/index.html)

 - ❑ Trashed by PC Mag: Worst Tech Products of Q1 2008
-



Anti-Spyware

- ❑ PCPro tested anti-spyware products
- ❑ Their results are at:
 - <http://tinyurl.com/dmz5n> (2005)
 - <http://tinyurl.com/ock5e> (2006)
- ❑ Winner was (2005,2006 & 2008):
 - PC Tools Spyware Doctor



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Antivirus, Anti-Malware Protection

- ❑ CounterSpy v2
- ❑ <http://www.sunbeltsoftware.com>

- ❑ Norton Internet Security
- ❑ <http://www.symantec.com>



- ❑ ***beware*** of rogue software:
 - ❑ www.spywarewarrior.com/rogue_anti-spyware.htm.
 - ❑ **Also lists trustworthy software!**
-

Firewalls

- ❑ See www.matousec.com – Firewall Ratings
- ❑ Excellent rated software firewalls:
- ❑ Comodo Firewall Pro 3.0.21.329 (free!)
- ❑ www.personalfirewall.comodo.com
- ❑ OnLine Armour Personal Firewall
- ❑ ProSecurity 1.43
- ❑ Outpost Firewall Pro 2008

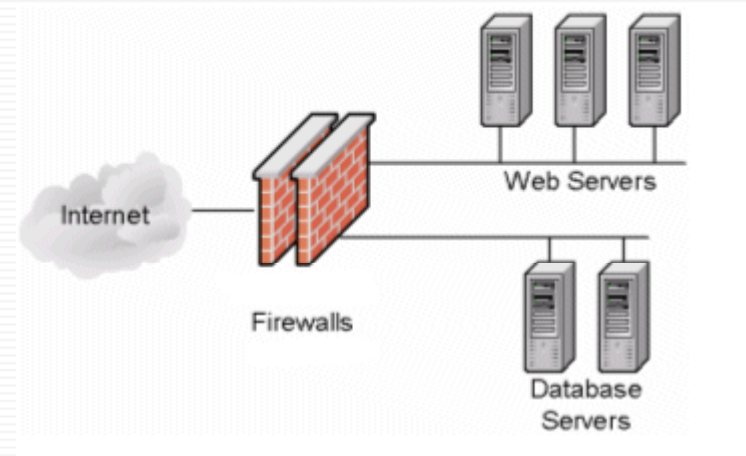
Firewalls

- **Hardware firewalls:**
- **Usually built into cable and wireless modems available from:**
 - **Linksys**
 - **D-Link**
 - **Netgear**
 - **SMC**
- **Gibson Research:**
 - **“ShieldsUP!!” tests a firewall and its ability to block incoming attacks.**
 - **“Leaktest” will check your firewall for outbound data security.**
 - **Both are available at:**
www.grc.com



Anti-virus & Firewalls Software

- ❑ **Certified Anti-virus software:**
 - ICSA labs tests a-v software
 - Results can be found at:
 - <http://tinyurl.com/aoyms>
- ❑ **Certified Firewalls:**
 - <http://tinyurl.com/agmr6>



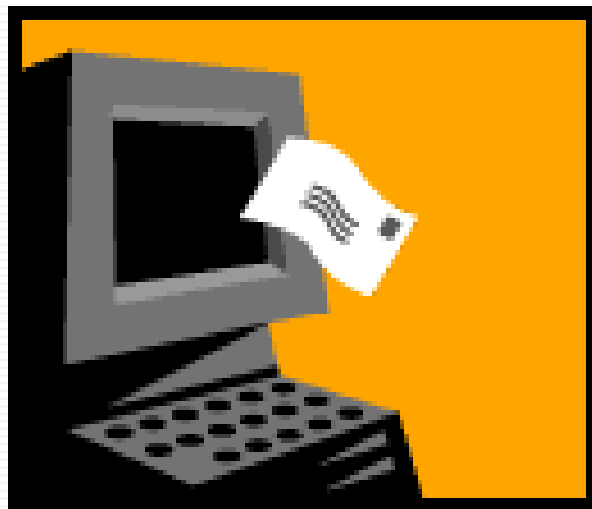


Learn and Test

- Forewarned is forearmed
 - Bruce Schneier – CTO
Counterpane Security
 - www.schneier.com/cryptogram.html
 - Steve Gibson – Gibson
Research Corp
 - www.grc.com – ShieldsUp!,
“Perfect Password
Generator”, LeakTest
 - Norton Security Check
 - <http://security.symantec.com>
-



Learning More



Learning More...

- More useful information and links:
 - www.cusimano.com/lawyers/expo2007
 - ABA LPM eZine: Law Practice Today
 - Subscribe to Bruce Schneier's newsletter on internet security:
 - www.schneier.com/crypto-gram.html
 - Go to www.grc.com – Test your firewalls, wireless security and more...
-

Our Thanks!!!



And questions please!

Dominic and David

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