Mastering your Mailbox:  
E-mail and Information Management

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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
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…
#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
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!!
..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

- Rules Wizard:
  - Step 1: Select condition(s)
    - with specific words in the subject
  - Step 2: Edit the rule description
    - with specific words in the subject
    - move it to the specified folder
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
Flags in Outlook
Flags in Outlook

- Flagging marks an item to remind you that it needs to be followed up. After it has been followed up, you can mark it complete.
- Flag to: Follow up
- Due by: Follow up
- Flag color: None
- Review by Monday, November 07, 2005 1:30 AM,

From: Sanders Reach, Catherine
Sent: Thu 11/3/2005 5:21 PM
To: Sanders Reach, Catherine
Cc: 
Subject: Review please
Flags in Outlook
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
Search Folders in Outlook

Select a Search Folder:

- Reading Mail
  - Unread mail
  - Mail flagged for follow up
  - Mail either unread or flagged for follow up
  - Important mail

- Mail from People and Lists
  - Mail from and to specific people
  - Mail from specific people
  - Mail sent directly to me
  - Mail sent to distribution lists

Organizing Mail

Customize Search Folder:

Search mail in: SandersC Personal Folders

OK Cancel
Spam
Spam

Options

Junk E-mail Options

Outlook can move messages that appear to be junk e-mail into a special Junk E-mail folder.

Choose the level of junk e-mail protection you want:

- No Automatic Filtering: Mail from blocked senders is still moved to the Junk E-mail folder.
- Low: Move the most obvious junk e-mail to the Junk E-mail folder.
- High: Most junk e-mail is caught, but some regular mail may be caught as well. Check your Junk E-mail folder often.
- Safe Lists Only: Only mail from people or domains on your Safe Senders List or Safe Recipients List will be delivered to your Inbox.
- Permanently delete suspected junk e-mail instead of moving it to the Junk E-mail folder.
- Don't turn on links in messages that might connect to unsafe or fraudulent sites. To help protect your security, we recommend that you leave this check box selected.
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”.
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, 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):
8EyN1GhWtn1hSVdZMlj0mTFxMTQ15nN6U12figAdRKWhwrhSBnUps3bocCV4seG
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
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:
- Winner was (2005, 2006 & 2008):
  - PC Tools Spyware Doctor
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](http://www.matousec.com) – Firewall Ratings
- Excellent rated software firewalls:
  - Comodo Firewall Pro 3.0.21.329 (free!)
  - [www.personalfirewall.comodo.com](http://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](http://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/aoyns
- Certified Firewalls:
  - http://tinyurl.com/agmr6
Learn and Test

☐ Forewarned is forearmed
☐ Bruce Schneier – CTO
  Counterpane Security
☐ [www.schneier.com/crypto-gram.html](http://www.schneier.com/crypto-gram.html)
☐ Steve Gibson – Gibson
  Research Corp
  ■ [www.grc.com](http://www.grc.com) – ShieldsUp!,
    “Perfect Password Generator”, LeakTest
☐ Norton Security Check
☐ [http://security.symantec.com](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!

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