

Monterey County Office of Education Quarantine (Spam E-Mail) System - User Guide

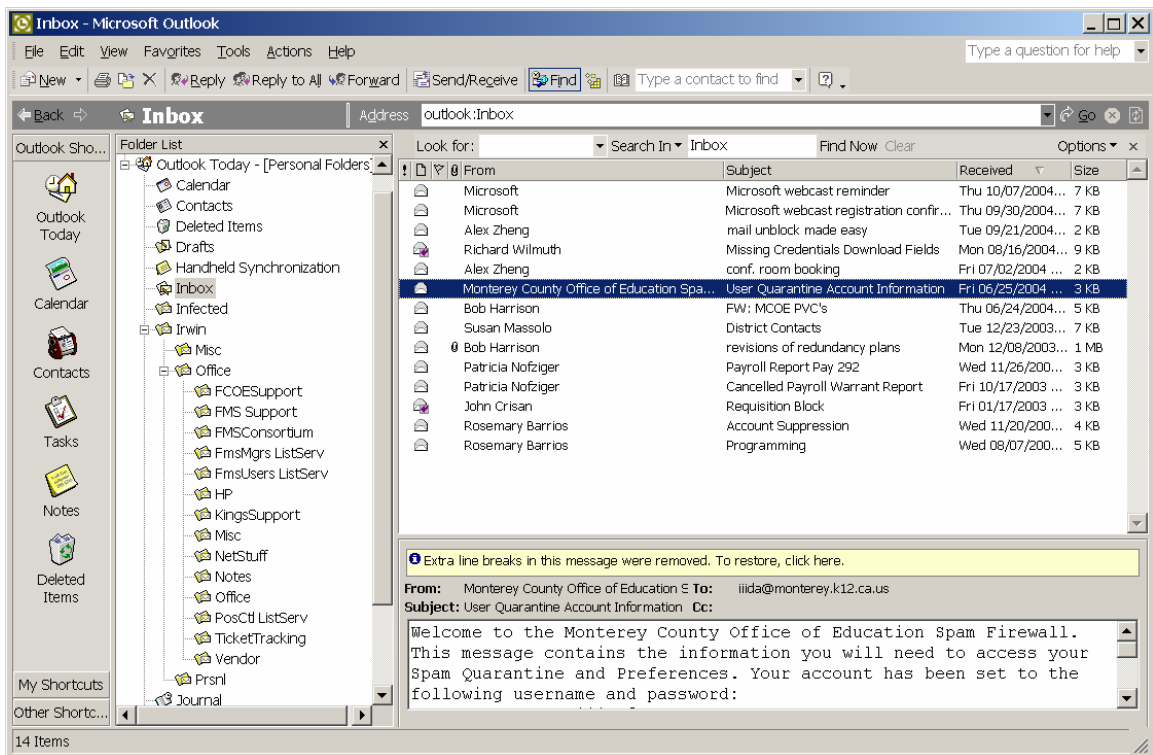
With the new Spam firewall recently deployed in the MCOE network, e-mail users now have more power and flexibility against e-mail spam.

With the deployment of the spam firewall users are able to access quarantined spam e-mail, with the ability to deliver, delete or reclassify a quarantined e-mail. Users also have the ability to block e-mail from a particular sender or domain ('blacklist'), or to allow e-mail from a particular sender or domain, ('whitelist').

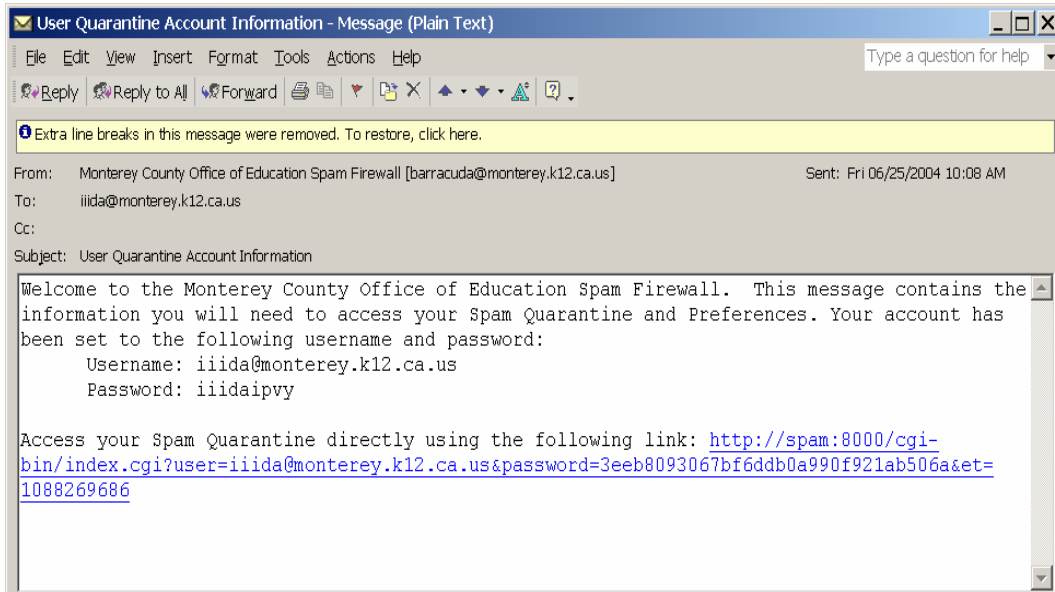
Please note, with this tool the user will NOT have access to e-mails blocked due to inappropriate content, or virus infection.

Once a user has been established (setup) in the Quarantine system, an e-mail notification will be sent to the e-mail user with instructions on how to access the Quarantined Spam inbox.

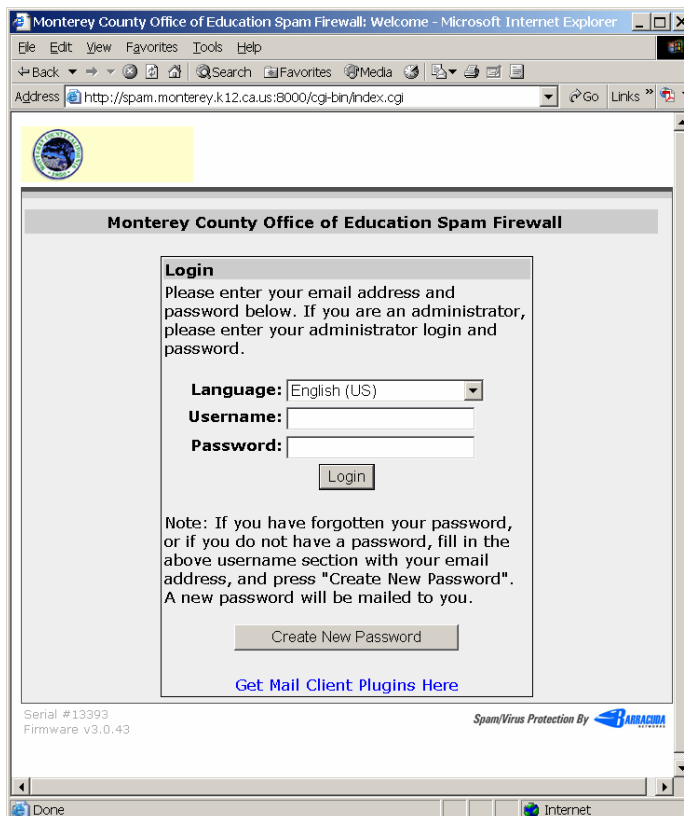
For example:



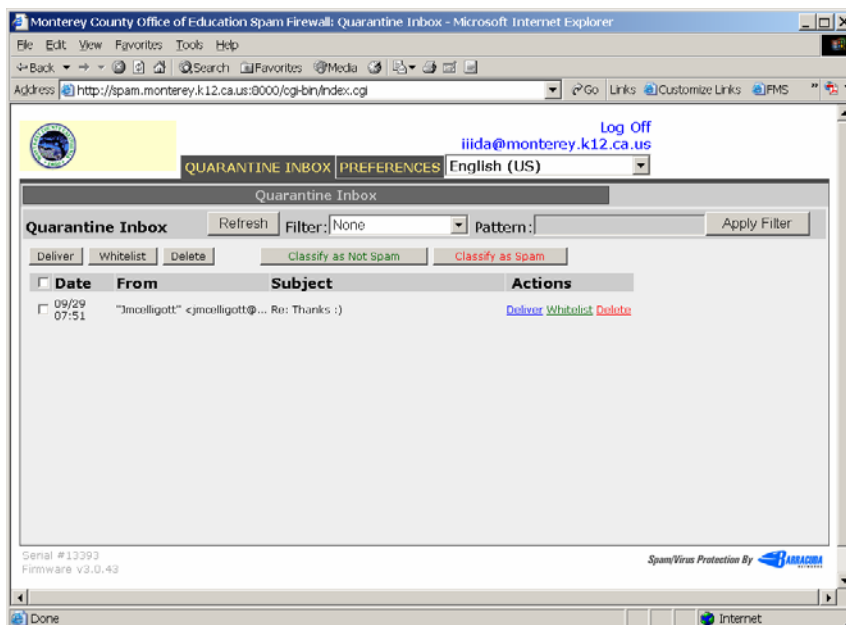
Open the e-mail notification to view the message; note the Username and Password. The password may be modified at a later time.



Use the following link: <http://spam.monterey.k12.ca.us> in order to access the quarantine logon screen.



Enter the username and password and click 'Login'; the following screen will appear.



The first (default) tab shows the Quarantine Inbox, and lists your e-mails that have been quarantined.

The user can deliver, delete, whitelist and classify a quarantined e-mail.

1. To deliver or recover a quarantined e-mail:

If an e-mail has been mistakenly blocked, simply select the e-mail by checking the box to the left of the e-mail, and then click 'Deliver' to release the e-mail.

2. To delete an e-mail:

To delete an e-mail, simply select the e-mail by checking the box to the left of the e-mail, and then click 'Delete'.

Blocked e-mails will be automatically deleted by the system on a periodic basis.

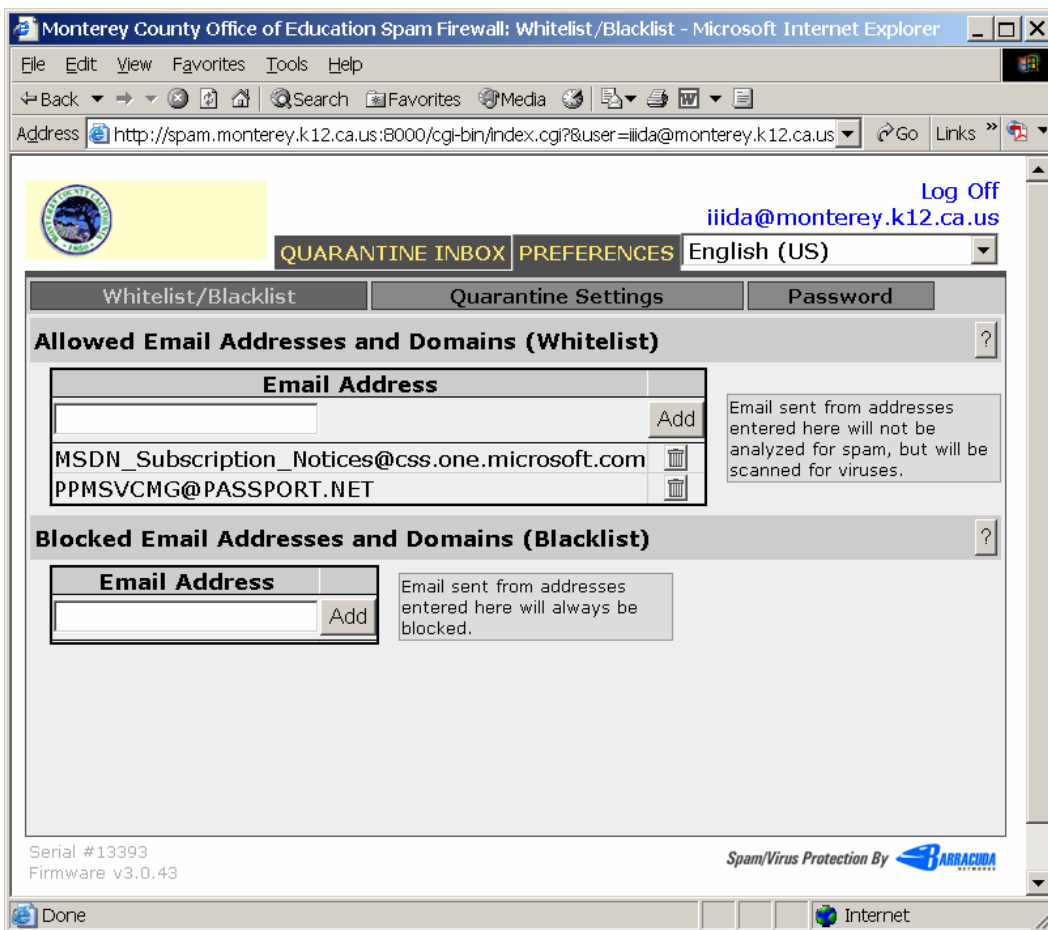
3. To whitelist an e-mail address:

If you want a particular sender's e-mail/domain to always go through the e-mail system, simply select the e-mail sent by that sender, then click 'Whitelist'. This will ensure that all e-mail from the sender will not be blocked.

4. To reclassify a blocked email:

If an e-mail is a legitimate email, and should not be blocked by the anti-spam system, select the message, and classify it as 'not spam' by clicking 'Classify as not Spam'. **This will not guarantee that similar e-mail from the same sender will not be blocked again.**

The 'Preferences' tab will display the following screen, with three sub-tabs (Whitelist/Blacklist, Quarantine Settings, Password) –



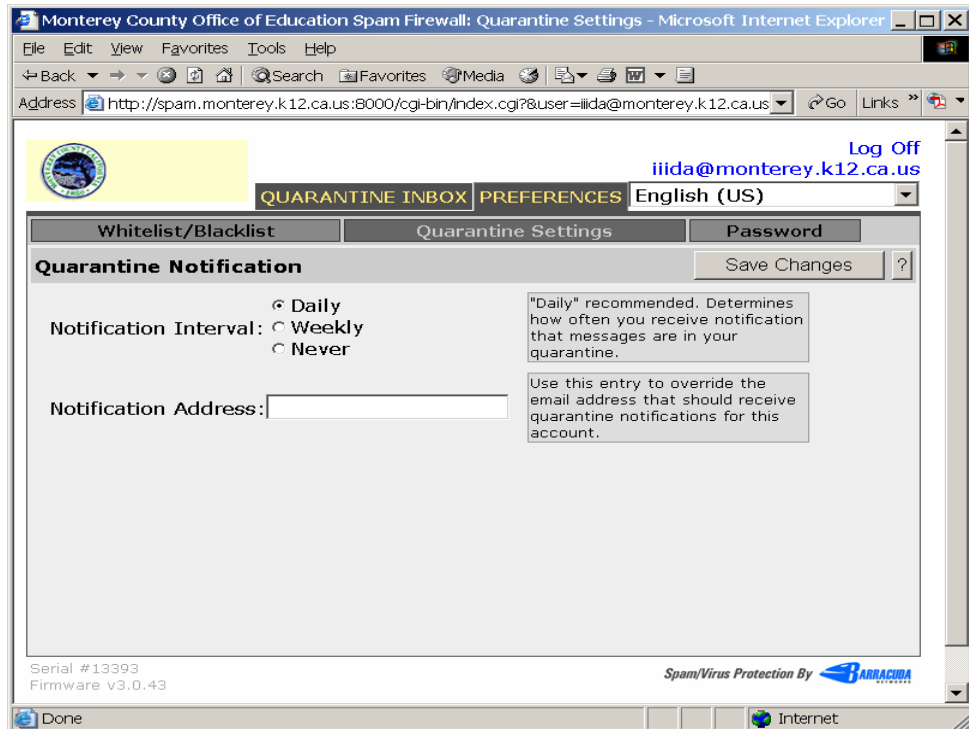
From this screen the user may set up 'WhiteLists' and 'BlackLists', change their quarantine settings, or change their password.

A. Whitelist/Blacklist e-mail addresses (Whitelist/Blacklist sub-tab):

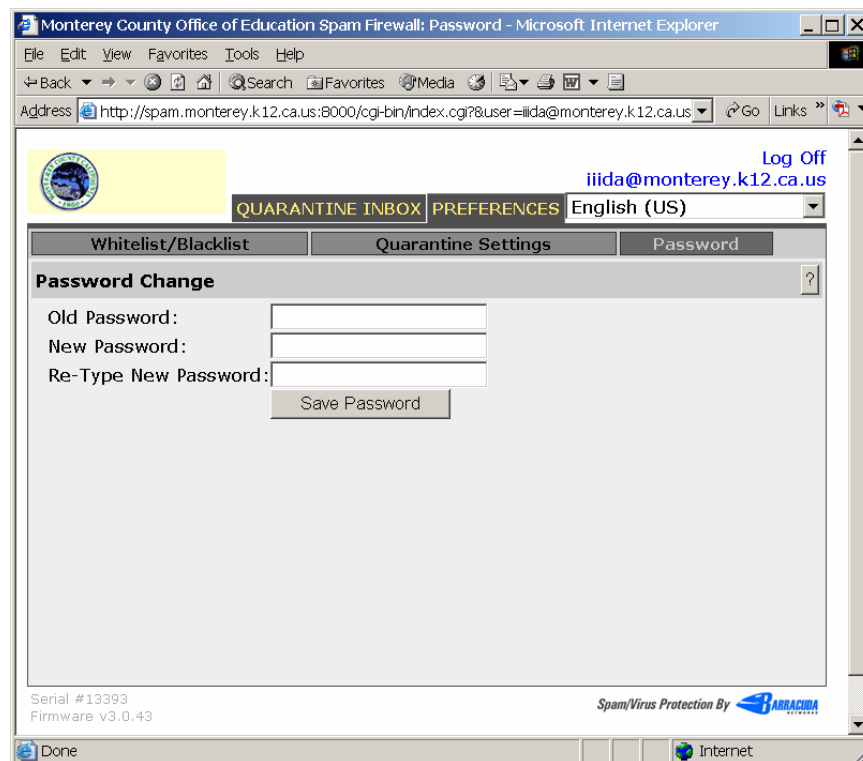
To whitelist an e-mail address or domain means that e-mail will always be received from that sender or domain. Use PREFERENCE -> Whitelist/Blacklist, and type in the e-mail addresses under 'Allowed Email Addresses and Domain (WhiteList)'. Click 'Add'.

To blacklist an e-mail address or domain means to prevent any e-mail from being received from that sender or domain. Use PREFERENCE -> Whitelist/Blacklist, and type in the e-mail addresses under 'Blocked Email Addresses and Domain (BlackList)'. Click 'Add'.

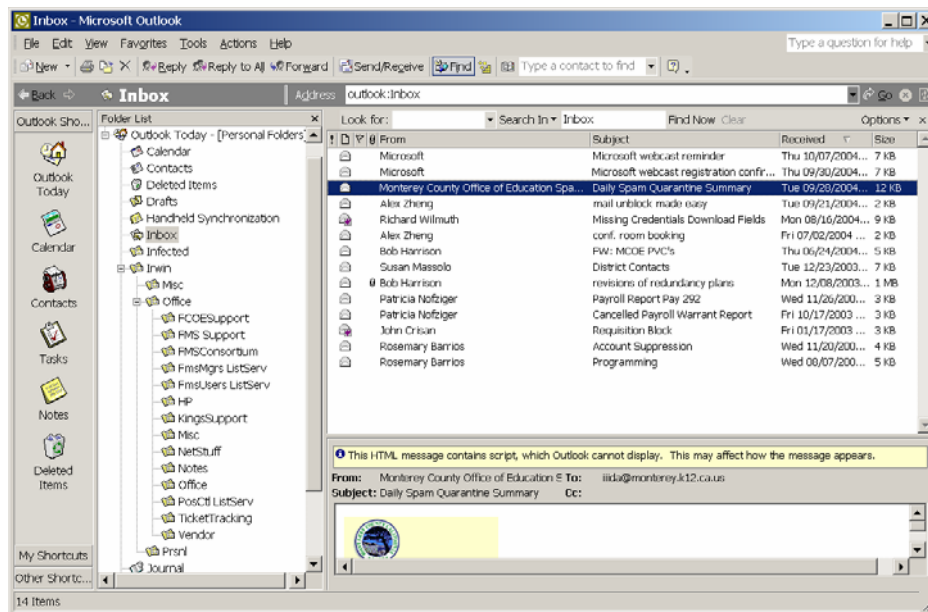
Use the 'Quarantine Settings' sub-tab to change your quarantine settings



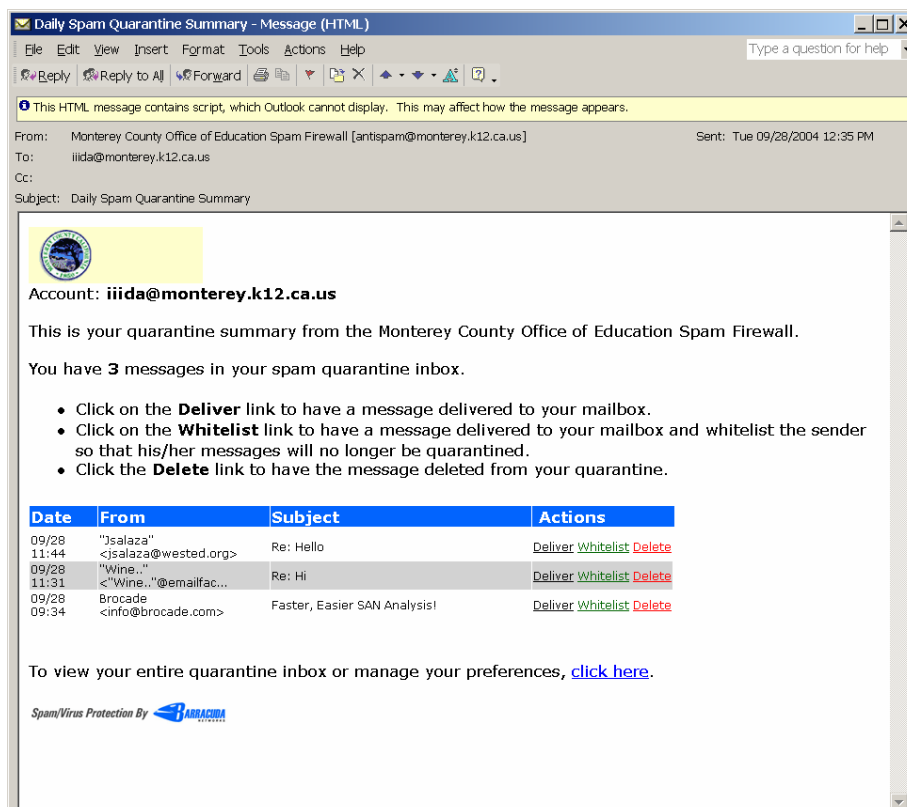
Use the 'Password' sub-tab to change your password.



At the end of a day/week (depending on the quarantine settings) a summary report will be sent to the user showing daily/weekly quarantined messages. If you do not have any quarantined e-mail messages during the day/week, you will not receive these messages.



Double click the entry in your Inbox to display the summary message.



The user can deliver, delete, or whitelist each e-mail.

1. To deliver or recover a quarantined e-mail:

If an e-mail has been mistakenly blocked, simply select the e-mail by checking the box to the left of the e-mail, and then click 'Deliver' to release the e-mail.

2. To delete an e-mail:

To delete an e-mail, simply select the e-mail by checking the box to the left of the e-mail, and then click 'Delete'.

Blocked e-mails will be automatically deleted by the system on a periodic basis.

3. To whitelist an e-mail address:

If you want a particular sender's e-mail/domain to always go through the e-mail system, simply select the e-mail sent by that sender, then click 'Whitelist'. This will ensure that all e-mail from the sender will not be blocked.

Review –

Initial communication from Quarantine system will be when first established as a user, and upon receiving first quarantined e-mail; this is the notification message
This 'Welcome' message will be received only once

On a daily/weekly basis, depending on the quarantine settings for the user, an e-mail from the quarantine system will arrive listing the quarantined e-mail messages

If no e-mails are quarantined (or 'blocked'), then no message will be received from the quarantine system