

Using your WCSU Junk Mail Account

This document will help you get started with WCSU's Junk Mail Account (Microsoft® Forefront™ Online Security) Quarantine feature. The Quarantine service has the following attributes:

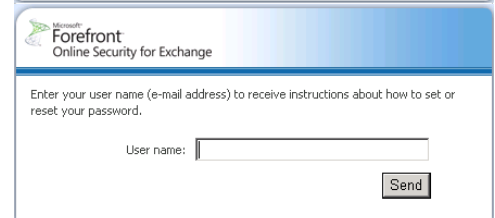
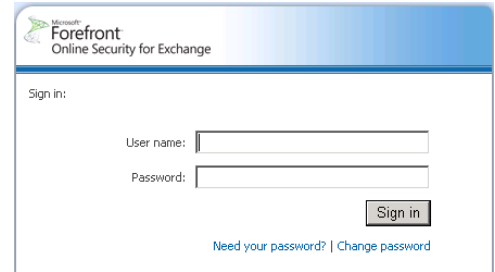
- Spam is kept in the Quarantine service for 15 days. After that time, the stored e-mail messages are **permanently deleted and cannot be retrieved**.
- For spam that is not being quarantined, but is being delivered to your desktop, forward the message to **abuse@messaging.microsoft.com**. This requires sending additional information; please see the section below on performing the **Report SPAM** submission.
- For messages incorrectly identified as spam, forward the message to **false_positive@messaging.microsoft.com**. This requires sending additional information; please see the section below on performing the **False Positive** submission.
- Please be aware that not all individual spam or false positive submissions result in new spam rules.

Log in to your WCSU Junk Box for the first time

First, log in to the Quarantine service:

1. From a Web browser, go to **http://spam.wcsu.edu**
2. Your User name to access the service is your e-mail address.
3. Click on the link entitled **Need your password?** to have instructions for setting your password e-mailed to you.
4. Enter your e-mail address into the User name box where the service should send your password reset instructions to, and then click **Send**.

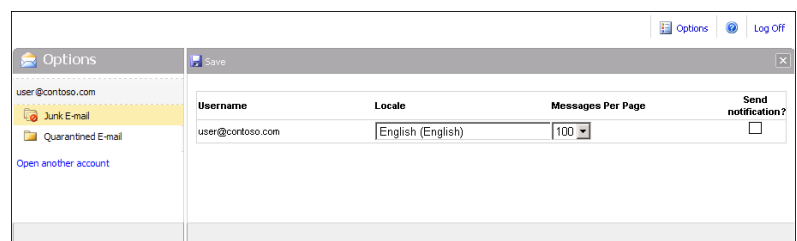
A message will be e-mailed to you which will contain a URL for you to follow. Click on that URL and you will be taken to a page where you can specify your password for logging into the Quarantine web site.



Change user settings

Personalized changes to display settings, language settings for notifications and whether to receive notifications or not can be made from within the Quarantine service by clicking Options located above the top menu bar.

Select the option you want to update, and then click on **Save** to keep the changes.



Username	Locale	Messages Per Page	Send notification?
user@contoso.com	English (English)	100	<input type="checkbox"/>

To exit the **Options** page, click on the web mailbox folder you want to go back to.

Manage quarantined e-mail messages

Once you have logged into the Quarantine you will have access to your quarantined Junk E-mail and Policy Quarantined E-mail, depending on your domain configuration. If you have multiple pages of e-mail messages, you can view successive pages by clicking the forward arrow.

You can search for a particular message either by Sender address or by Subject Line. Wildcard characters are allowed.

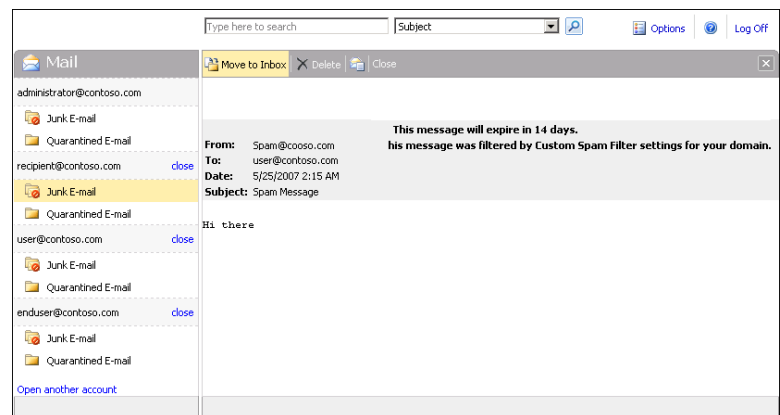
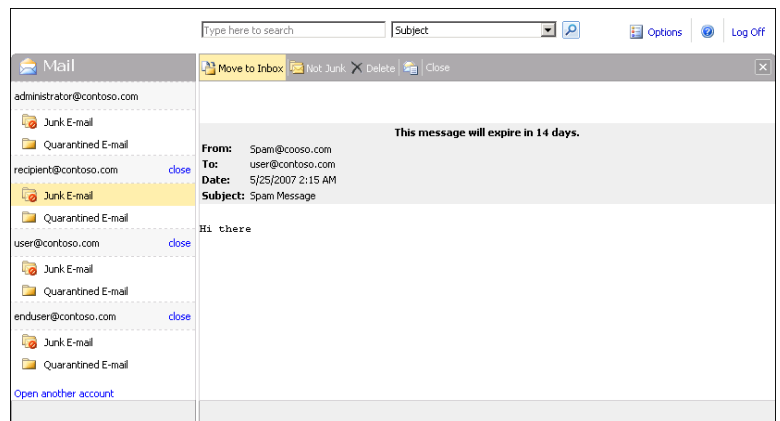
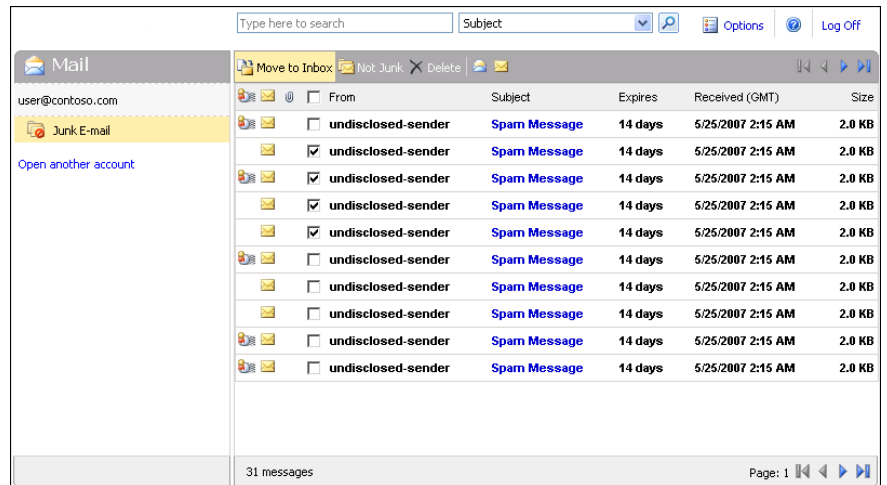
You may select multiple messages to delete or have delivered to your university e-mail Inbox from the message list view by selecting the check box next to the message in the list. A message in this view which has an icon in the far left column has been junk quarantined due to Custom Spam Filter rules configured by your University Computing and cannot be reported as **Not Junk**.

To complete the deletion or move the message to your Inbox, click on the **Delete** or **Move to Inbox** button from the top menu bar. You are not required to delete any spam. The Quarantine service will delete any e-mail messages held in Spam Quarantine after 15 days.

To view the contents of a message in the list, click on the **Subject** of the e-mail message.

If you would like to have the e-mail message delivered to your Inbox click on the **Move to Inbox** button while viewing the message. This will send the message to your university e-mail Inbox. If the message is not spam, click on the **Not Junk** button while viewing the message. This will send the message to your university e-mail Inbox and notify University Computing that the message was incorrectly marked as spam.

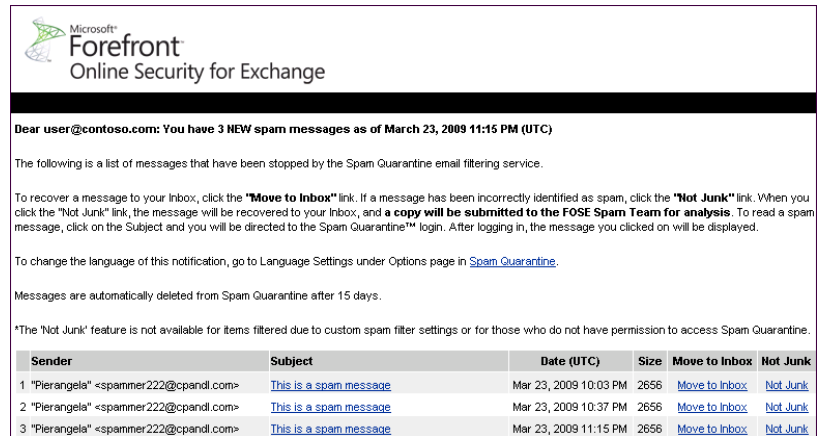
If the **Not Junk** button is not available for an e-mail message, it means that the message was filtered according to restrictions put in place by the university and cannot be reported as not being spam. An explanation of why the e-mail message cannot be reported as not being spam will appear in the upper right-hand corner.



Reminder notifications

You will receive periodic reminders from the Quarantine service when you have received new spam. Junk e-mail notification messages provide links to the Quarantine application, where you can manage your stored messages.

When you receive a junk e-mail notification message indicating that e-mail messages have been quarantined, you can click the message subject to open the Quarantine application.



Microsoft Forefront Online Security for Exchange

Dear user@contoso.com: You have 3 NEW spam messages as of March 23, 2009 11:15 PM (UTC)

The following is a list of messages that have been stopped by the Spam Quarantine email filtering service.

To recover a message to your Inbox, click the **"Move to Inbox"** link. If a message has been incorrectly identified as spam, click the **"Not Junk"** link. When you click the "Not Junk" link, the message will be recovered to your Inbox, and a **copy will be submitted to the FOSE Spam Team for analysis**. To read a spam message, click on the Subject and you will be directed to the Spam Quarantine™ login. After logging in, the message you clicked on will be displayed.

To change the language of this notification, go to Language Settings under Options page in [Spam Quarantine](#).

Messages are automatically deleted from Spam Quarantine after 15 days.

*The "Not Junk" feature is not available for items filtered due to custom spam filter settings or for those who do not have permission to access Spam Quarantine.

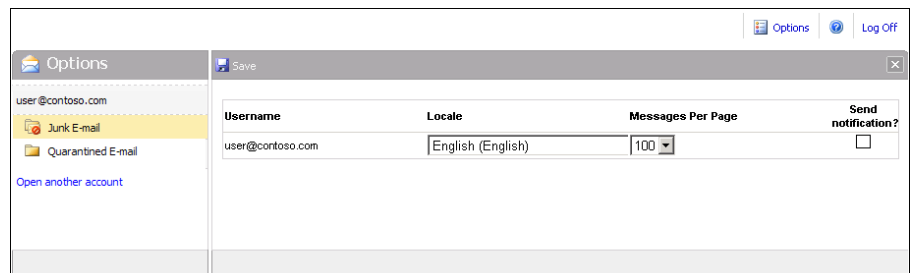
Sender	Subject	Date (UTC)	Size	Move to Inbox	Not Junk
1 "Pierangela" <spammer222@cpancl.com>	This is a spam message	Mar 23, 2009 10:03 PM	2656	Move to Inbox	Not Junk
2 "Pierangela" <spammer222@cpancl.com>	This is a spam message	Mar 23, 2009 10:37 PM	2656	Move to Inbox	Not Junk
3 "Pierangela" <spammer222@cpancl.com>	This is a spam message	Mar 23, 2009 11:15 PM	2656	Move to Inbox	Not Junk

If you would like to have a message delivered to your Inbox without logging onto the Quarantine application, click on the **Move to Inbox** link from the notification. This will send the message to your university e-mail Inbox. If the message is not spam, click on the **Not Junk** link. This will send the message to your university e-mail Inbox and notify University Computing that the message was incorrectly marked as spam.

If the **Not Junk** link is not available it means that the message was filtered according to restrictions put in place by University Computing and cannot be reported as not being spam.

Turn off junk e-mail notifications

Click **Options** and clear the **Send notification?** check box if you do not wish to receive the periodic reminders from the Quarantine service.



Options

user@contoso.com

Junk E-mail

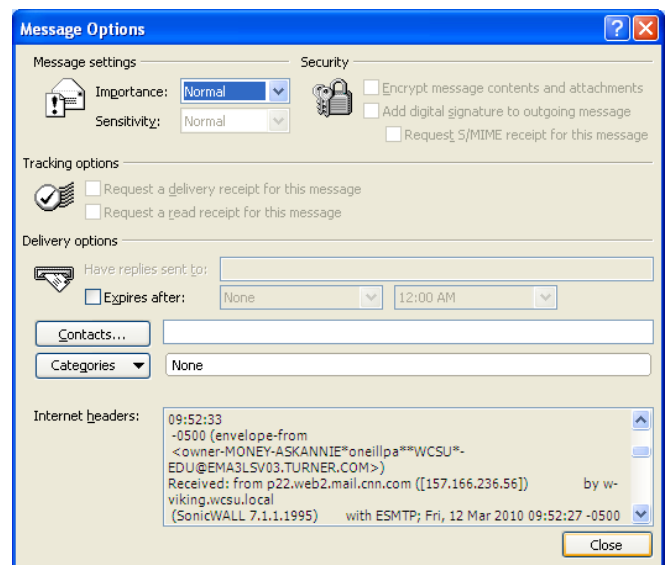
Quarantined E-mail

Open another account

Username	Locale	Messages Per Page	Send notification?
user@contoso.com	English (English)	100	<input type="checkbox"/>

Report Spam and False Positives

1. Right-click on the Spam message
2. Select Message Options
3. Click inside of the Internet Headers box
4. Hold down the Ctrl key and press the letter A
5. Hold down the Ctrl key and press the letter C
6. Click on Close
7. Right-click on message
8. Click on Forward
9. Type in the To: field -
Spam: abuse@messaging.microsoft.com
False Positives: false_positive@messaging.microsoft.com
10. Click in the body portion of the email
11. Click on the Paste button or hold down the Ctrl key and press the letter V
12. Click on Send to complete the process



Message Options

Message settings: Importance: Normal, Sensitivity: Normal

Security: Encrypt message contents and attachments, Add digital signature to outgoing message, Request S/MIME receipt for this message

Tracking options: Request a delivery receipt for this message, Request a read receipt for this message

Delivery options: Have replies sent to: [text box], Expires after: None, 12:00 AM

Contacts... [text box]

Categories: None

Internet headers: 09:52:33 -0500 (envelope-from <owner-MONEY-ASKANNIE@oneillpa**WCSU-EDU@EMA3LSV03.TURNER.COM>) Received: from p22.web2.mail.cnn.com ([157.166.236.56]) by w-viking.wcsu.local (SonicWALL 7.1.1.1995) with ESMTP; Fri, 12 Mar 2010 09:52:27 -0500

Close