Managing your Spam quarantine and Safelist/Blocklist
1. Spam Quarantine

**Step 1.** Every day users are sent an email around 3:00 PM titled *Spam Quarantine Notification* as shown in the screen-shot below.

### Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 14 day(s).

To see all quarantined messages view [your email quarantine](#).

<table>
<thead>
<tr>
<th>Quarantined Email</th>
<th>From</th>
<th>Subject</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release</td>
<td>&quot;Visual Studio Live! San Francisco  ...&quot;</td>
<td>[SUSPECTED SPAM] San Francisco Webinar Preview with Brian No...</td>
<td>23 Apr 2015</td>
</tr>
</tbody>
</table>

Note: This message has been sent by a notification only system. Please do not reply.

If the above links do not work, please copy and paste the following URL into a Web browser: [https://x-feze-out.ucdenver.edu/search?h=3c5bb6cd58ed3c02be054f2e11938d84da&email=samson.villan@ucoledenver.edu](https://x-feze-out.ucdenver.edu/search?h=3c5bb6cd58ed3c02be054f2e11938d84da&email=samson.villan@ucoledenver.edu)

**Step 2.** Click on either one of the links ‘*your email quarantine*’ or ‘*View All Quarantined Messages(#)*’
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**Step 3.** This will open a webpage showing your Spam Quarantine, from here you can choose a few different options from the ‘Select Action...’ drop-down menu.

**Spam Quarantine**

<table>
<thead>
<tr>
<th>Quick Search</th>
<th>Items per page 25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Messages:</td>
<td>Search Advanced Search</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Displaying 1 – 2 of 2 items.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select Action...</strong></td>
<td>Submit</td>
</tr>
<tr>
<td>Release</td>
<td></td>
</tr>
<tr>
<td>-- Release</td>
<td></td>
</tr>
<tr>
<td>-- Release and Add to Safelist</td>
<td></td>
</tr>
<tr>
<td>Spam</td>
<td></td>
</tr>
<tr>
<td>-- Delete</td>
<td></td>
</tr>
<tr>
<td><strong>Select Action...</strong></td>
<td>Submit</td>
</tr>
</tbody>
</table>

Hover over truncated fields to see the complete text.

- a. Release will send the email to your inbox with a header appended to the subject line [SUSPECTED SPAM]

**Release Messages**

Do you really want to release the selected message(s) from your quarantine?

**Cancel**  **Release**

Visual Studio Live! San Francisco [SUSPECTED SPAM] San Francisco

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
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b. Release and Add to Safelist will send the email to your inbox and although all future emails to come directly to your inbox.

```
Release Messages

Do you really want to release the selected message(s) from your quarantine and add senders to your safelist?

[Cancel] [Release]
```

c. The Delete option will delete the email from your Spam Quarantine and permanently delete the message.

```
Delete Messages

Do you really want to delete the selected message(s) from your quarantine?

[Cancel] [Delete]
```

Step 4. Put a check mark next to the email you wish to change and choose from one of the 3 action menu items. Click on the submit button once you have the option selected you wish to proceed with.
2. Configure SafeList/BlockList

**Step 1.** In the top right corner of the webpage click on the **Options** drop-down menu to access either your SafeList or BlackList.

![Options menu with SafeList and Blocklist options]

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**Step 2.** From the SafeList or Blocklist you can enter in the full email address or domain (ex. @google.com) you wish to either not be identified as Spam or always to be identified as Spam.

Email addresses or domains added to this list will not be identified as Spam.

View Spam Quarantine

Email addresses or domains added to this list will always be identified as Spam.

View Spam Quarantine

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