



1. Spam Quarantine

Step 1. Everyday 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.](#)

Quarantined Email			
	From	Subject	Date
Release	"Visual Studio Live! San Francisco ...	[SUSPECTED SPAM] San Francisco Webinar Preview with Brian No...	23 Apr 2015
			View All Quarantined Messages(2)

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://v-fe26-out.ucdenver.edu/Search?h=3c5bdc5d5dae3c2be054f2e11038d84d&email=samson.villani%40ucdenver.edu>

Step 2. Click on either one of the links ‘**your email quarantine**’ or ‘**View All Quarantined Messages(#)**’

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>

CISCO IRONPORT ANTI-SPAM

Managing your Spam quarantine and Safelist/Blocklist

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

Quick Search

Search Messages: [Advanced Search](#)

Messages Items per page 25 ▼

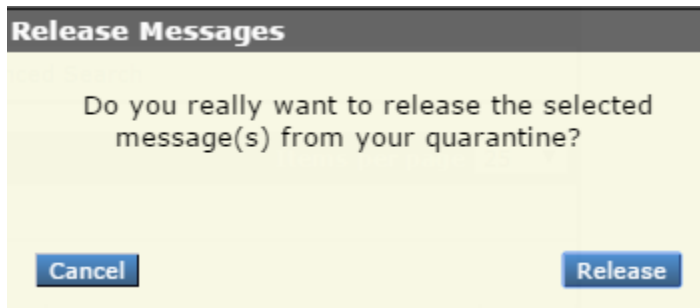
Displaying 1 — 2 of 2 items.

		Date ▼	Size
Select Action... ▼ <input type="button" value="Submit"/>			
Release			
-- Release			
-- Release and Add to Safelist	[SUSPECTED SPAM] San Francisco Webinar Preview with Brian Noyes	23 Apr 2015 11:09 (GMT -06:00)	24.0K
Spam	[SUSPECTED SPAM] Samson: Hot IT and Business Courses	21 Apr 2015 12:11 (GMT -06:00)	24.0K
-- Delete			
Select Action... ▼ <input type="button" value="Submit"/>			

Displaying 1 — 2 of 2 items.

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]**

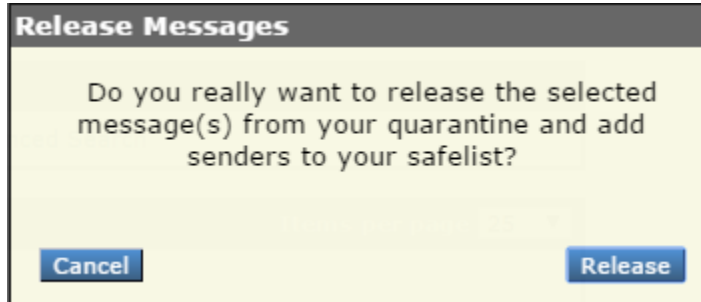


Visual Studio Live! San Francisco
[SUSPECTED SPAM] San Francisco

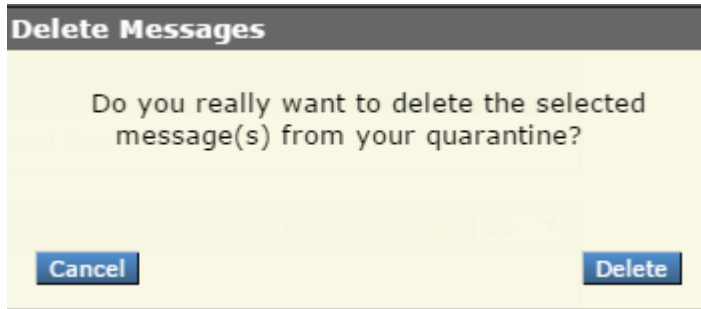
If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

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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.



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



- 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.

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2. Configure SafeList/BlockList

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



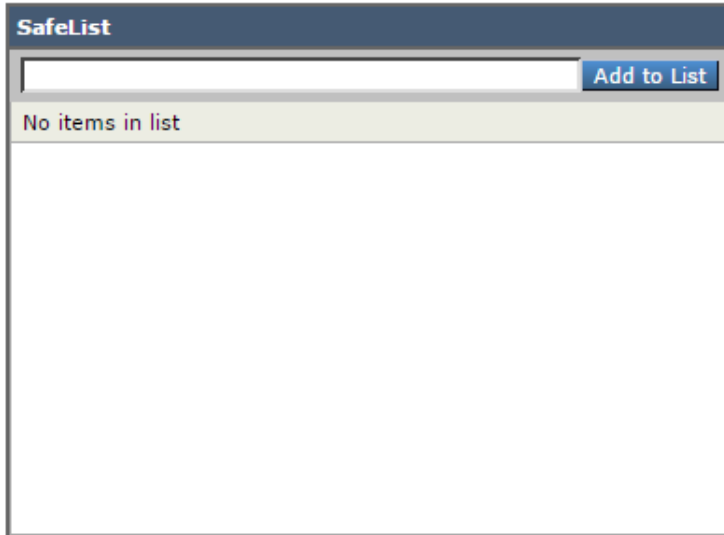
If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

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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.

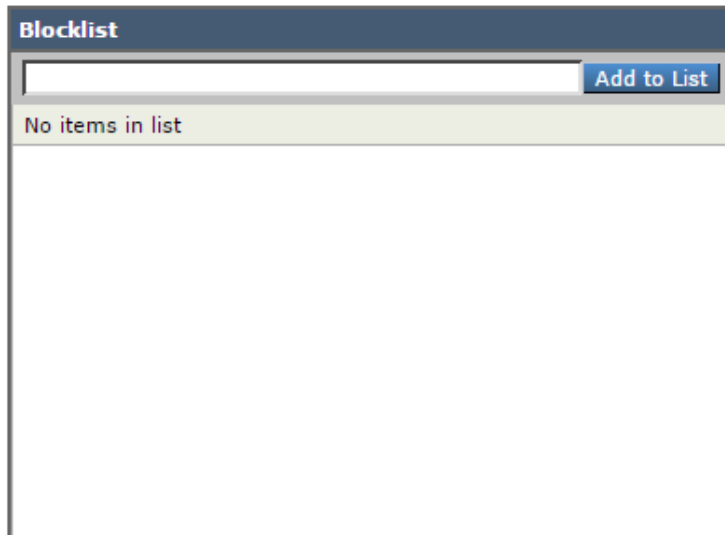
Email addresses or domains added to this list will not be identified as Spam.



The following formats can be used:
user@domain.com
server.domain.com
domain.com

[View Spam Quarantine](#)

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



The following formats can be used:
user@domain.com
server.domain.com
domain.com

[View Spam Quarantine](#)

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