

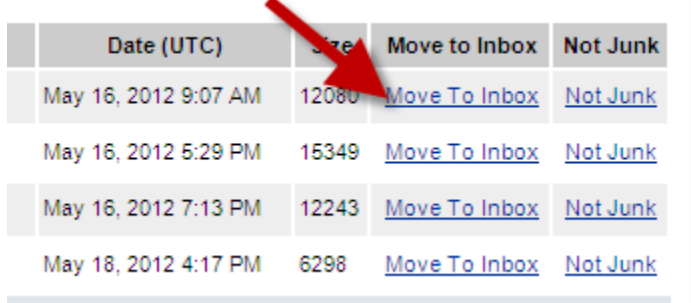
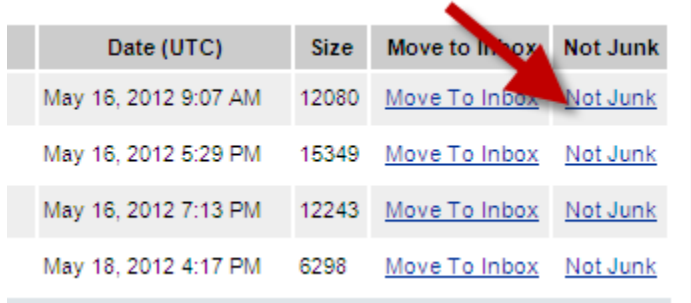

Spam Management

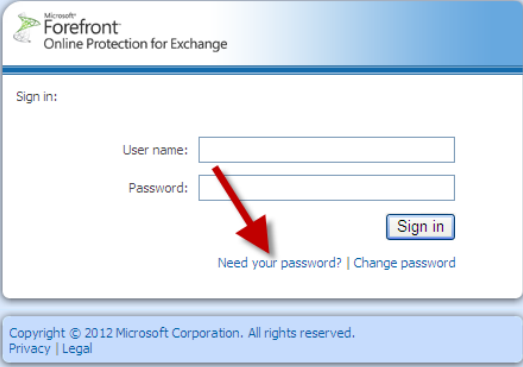
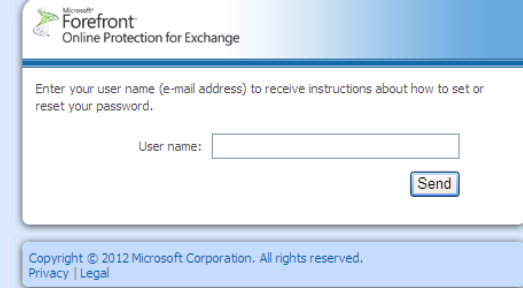
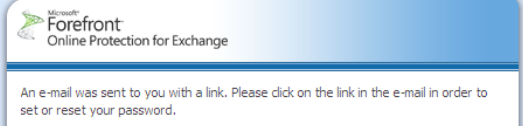
Alverno College uses two tools for email spam management:

- **Microsoft's Forefront Online Protection for Exchange (FOPE)** filters spam before it reaches your inbox. FOPE will send you periodic spam notifications. You can review messages marked as spam either by clicking the appropriate links in the spam notification email, or by logging into your online spam quarantine. See [below](#) for directions on managing your FOPE spam quarantine.
- In addition, you can manage spam by using the **Outlook Junk Email Filter**.
 - See [page 5](#) for directions for managing your Junk Email filter in Outlook
 - See [page 8](#) for directions for managing your Junk Email filter in live@edu (student email) or Outlook Web App (faculty/staff email)

Manage your FOPE Spam Quarantine

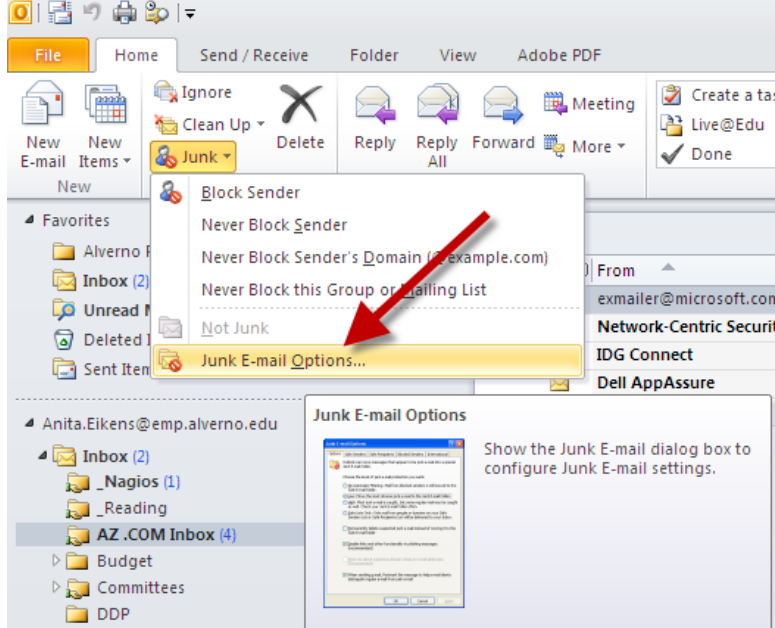
Task	Screen Shot																														
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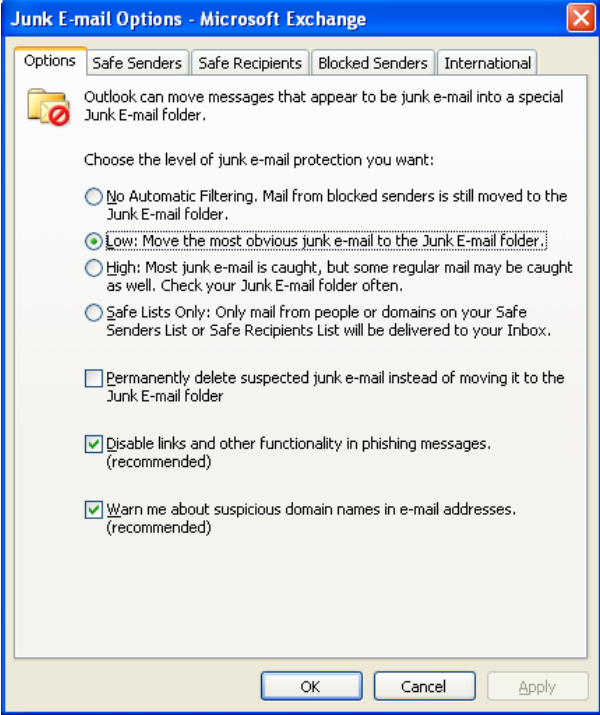
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<p>2. To recover a message to your Inbox, click the "Move to Inbox" link. The email message will be requeued and delivered to your Inbox.</p> <p>The email may not be delivered to your Inbox instantaneously, and the email may be re-filtered by our on-campus spam filters. If the email does not appear within 24 hours and you still want to retrieve it, please submit a Help Desk request. Include the date/time the email was sent and the subject line in your request. See Step #4 below for more immediate access to spam email.</p>	 <table border="1"> <thead> <tr> <th>Date (UTC)</th> <th>Size</th> <th>Move to Inbox</th> <th>Not Junk</th> </tr> </thead> <tbody> <tr> <td>May 16, 2012 9:07 AM</td> <td>12080</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>May 16, 2012 5:29 PM</td> <td>15349</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>May 16, 2012 7:13 PM</td> <td>12243</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>May 18, 2012 4:17 PM</td> <td>6298</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> </tbody> </table>	Date (UTC)	Size	Move to Inbox	Not Junk	May 16, 2012 9:07 AM	12080	Move To Inbox	Not Junk	May 16, 2012 5:29 PM	15349	Move To Inbox	Not Junk	May 16, 2012 7:13 PM	12243	Move To Inbox	Not Junk	May 18, 2012 4:17 PM	6298	Move To Inbox	Not Junk										
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<p>3. 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 Microsoft FOPE Spam Team for analysis.</p>	 <table border="1"> <thead> <tr> <th>Date (UTC)</th> <th>Size</th> <th>Move to Inbox</th> <th>Not Junk</th> </tr> </thead> <tbody> <tr> <td>May 16, 2012 9:07 AM</td> <td>12080</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>May 16, 2012 5:29 PM</td> <td>15349</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>May 16, 2012 7:13 PM</td> <td>12243</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>May 18, 2012 4:17 PM</td> <td>6298</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> </tbody> </table>	Date (UTC)	Size	Move to Inbox	Not Junk	May 16, 2012 9:07 AM	12080	Move To Inbox	Not Junk	May 16, 2012 5:29 PM	15349	Move To Inbox	Not Junk	May 16, 2012 7:13 PM	12243	Move To Inbox	Not Junk	May 18, 2012 4:17 PM	6298	Move To Inbox	Not Junk										
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<p>4. To view the contents of a spam message immediately, click on the Subject, and you will be directed to the Spam Quarantine login.</p> <p>Note: If you have already clicked "Move to Inbox" or "Not Junk" for a message, the message will no longer appear in your online spam quarantine.</p>	 <table border="1"> <thead> <tr> <th>Sender</th> <th>Subject</th> <th>Date (UTC)</th> <th>Size</th> <th>Move to Inbox</th> <th>Not Junk</th> </tr> </thead> <tbody> <tr> <td>business-whitepaper.com</td> <td>LinkedIn Essential Training</td> <td>May 16, 2012 9:07 AM</td> <td>12080</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>nar@laplink.com></td> <td>Free Webinar Tomorrow - Get PCmover Free & Windows</td> <td>May 16, 2012 5:29 PM</td> <td>15349</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>i@carahsoft.com></td> <td>Introducing Red Hat JBoss Data Grid 6 Beta</td> <td>May 16, 2012 7:13 PM</td> <td>12243</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> <tr> <td>angelvisionmail.com></td> <td>AngelVision - New Homepage</td> <td>May 18, 2012 4:17 PM</td> <td>6298</td> <td>Move To Inbox</td> <td>Not Junk</td> </tr> </tbody> </table>	Sender	Subject	Date (UTC)	Size	Move to Inbox	Not Junk	business-whitepaper.com	LinkedIn Essential Training	May 16, 2012 9:07 AM	12080	Move To Inbox	Not Junk	nar@laplink.com >	Free Webinar Tomorrow - Get PCmover Free & Windows	May 16, 2012 5:29 PM	15349	Move To Inbox	Not Junk	i@carahsoft.com >	Introducing Red Hat JBoss Data Grid 6 Beta	May 16, 2012 7:13 PM	12243	Move To Inbox	Not Junk	angelvisionmail.com >	AngelVision - New Homepage	May 18, 2012 4:17 PM	6298	Move To Inbox	Not Junk
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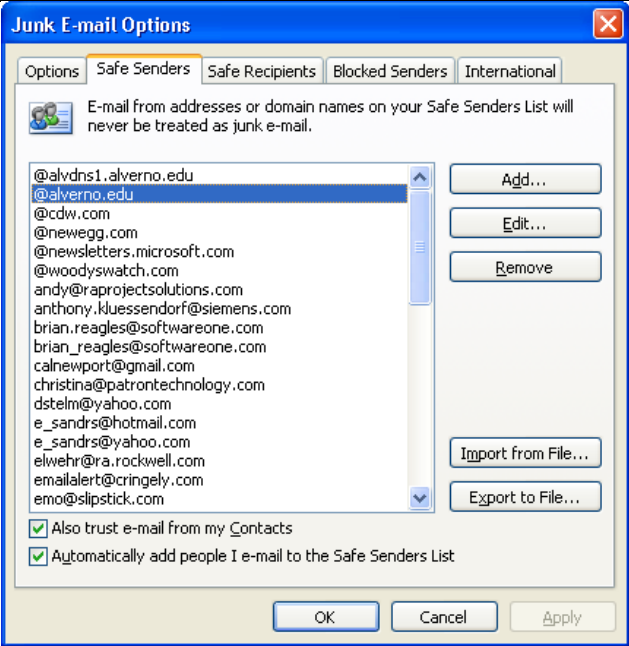
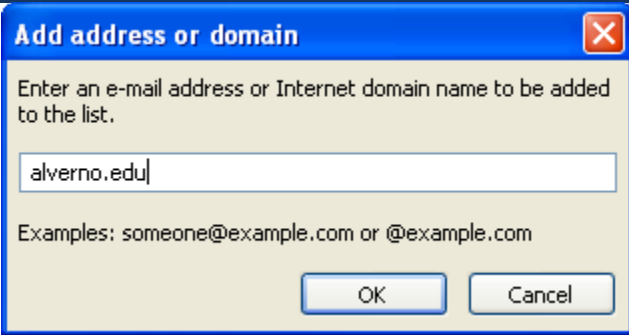
Task	Screen Shot
<p>5. If this is the first time you are accessing your online Spam Quarantine, click “Need your password?”</p>	
<p>6. Enter your Alverno email address.</p>	
<p>7. An email from exmailer@microsoft.com will be sent to you with a link. When you receive the email, click on the link in the email.</p>	

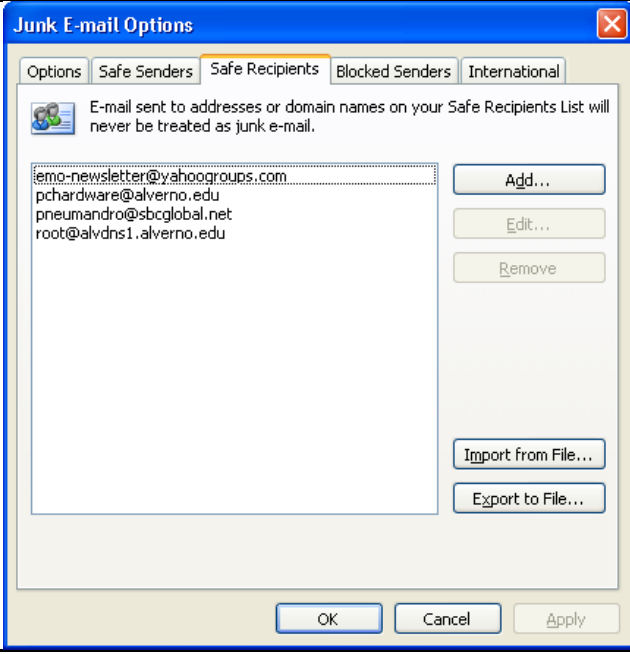
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<p>8. When you click on the link in the email sent to you, you will be able to set a password for your online spam quarantine. Enter a new password twice and click Submit.</p> <p>Note: This password is only for your online FOPE spam quarantine.</p>																																														
<p>9. Your online spam quarantine mailbox will appear. From here, you can view and delete quarantined emails, send them to your Inbox, or mark them as Not Junk.</p> <p>Note: Messages are automatically deleted from your online spam quarantine after 15 days.</p>	<table border="1"> <thead> <tr> <th>From</th> <th>Subject</th> <th>Expires</th> <th>Received (UTC)</th> <th>Size</th> </tr> </thead> <tbody> <tr> <td>"LifeSize" <communications@gWe></td> <td>We have your free expo pass to Infocomr</td> <td>6/19/2012</td> <td>6/4/2012 1:08 PM</td> <td>15.8 KB</td> </tr> <tr> <td>"ROBERT S. MUELLER III" <deptu></td> <td>FBI CONFIDENTIAL REPORT</td> <td>6/19/2012</td> <td>6/4/2012 10:03 AM</td> <td>10.6 KB</td> </tr> <tr> <td>"Pepl Whittaker" <pepiir735@y></td> <td>hi there</td> <td>6/16/2012</td> <td>6/1/2012 1:42 AM</td> <td>6.4 KB</td> </tr> <tr> <td>"Bryan Blair" <bblair@mxd14.ir></td> <td>Business Databases on Promotional Disc</td> <td>6/16/2012</td> <td>6/1/2012 1:40 AM</td> <td>53.4 KB</td> </tr> <tr> <td>"BlueCat Networks" <donotrepl></td> <td>Everyday IT Tasks in Minutes, Not Days. Ir</td> <td>6/15/2012</td> <td>5/31/2012 1:37 PM</td> <td>21.5 KB</td> </tr> <tr> <td>"Lisa Gesner" <lgesner@educa></td> <td>Re: [CIO] Your question - This post is SPA</td> <td>6/15/2012</td> <td>5/31/2012 3:19 AM</td> <td>5.6 KB</td> </tr> <tr> <td>"Mark Cain" <mecain1985@hotr></td> <td>[CIO] Your question.</td> <td>6/15/2012</td> <td>5/31/2012 3:05 AM</td> <td>6.4 KB</td> </tr> <tr> <td>"Marina Lau, Network World" <r></td> <td>Win a \$250 AMEX Gift Cheque by Rating th</td> <td>6/14/2012</td> <td>5/30/2012 8:46 PM</td> <td>9.9 KB</td> </tr> </tbody> </table>	From	Subject	Expires	Received (UTC)	Size	"LifeSize" <communications@gWe>	We have your free expo pass to Infocomr	6/19/2012	6/4/2012 1:08 PM	15.8 KB	"ROBERT S. MUELLER III" <deptu>	FBI CONFIDENTIAL REPORT	6/19/2012	6/4/2012 10:03 AM	10.6 KB	"Pepl Whittaker" <pepiir735@y>	hi there	6/16/2012	6/1/2012 1:42 AM	6.4 KB	"Bryan Blair" <bblair@mxd14.ir>	Business Databases on Promotional Disc	6/16/2012	6/1/2012 1:40 AM	53.4 KB	"BlueCat Networks" <donotrepl>	Everyday IT Tasks in Minutes, Not Days. Ir	6/15/2012	5/31/2012 1:37 PM	21.5 KB	"Lisa Gesner" <lgesner@educa>	Re: [CIO] Your question - This post is SPA	6/15/2012	5/31/2012 3:19 AM	5.6 KB	"Mark Cain" <mecain1985@hotr>	[CIO] Your question.	6/15/2012	5/31/2012 3:05 AM	6.4 KB	"Marina Lau, Network World" <r>	Win a \$250 AMEX Gift Cheque by Rating th	6/14/2012	5/30/2012 8:46 PM	9.9 KB
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<p>10. Click Log Off to exit your online spam quarantine.</p>																																														

Manage your Junk Email Filter in Outlook

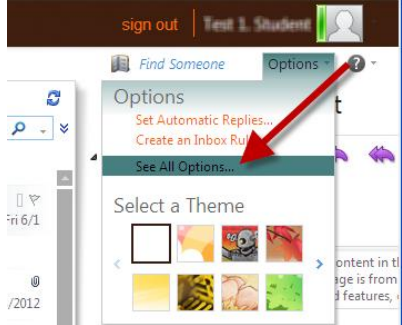
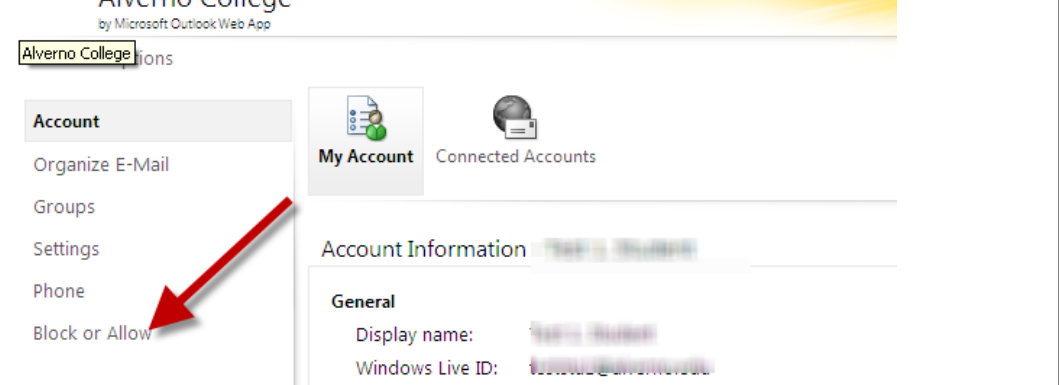
Task	Screen Shot
<p>1. On the Home tab, in the Delete group, click Junk, and then click Junk E-mail Options.</p>	 <p>The screenshot shows the Microsoft Outlook interface. The 'Home' tab is selected, and the 'Delete' group is active. The 'Junk' button is highlighted, and a context menu is open, showing options like 'Block Sender', 'Never Block Sender', and 'Junk E-mail Options...'. A red arrow points to the 'Junk E-mail Options...' option. Below the context menu, the 'Junk E-mail Options' dialog box is open, showing various settings for managing junk email. A text box next to the dialog box reads: 'Show the Junk E-mail dialog box to configure Junk E-mail settings.'</p>

Task	Screen Shot
<p>2. In the Junk E-mail Options window, note the various levels for junk e-mail protection, and select the most appropriate for your situation:</p> <ul style="list-style-type: none">• No Automatic Filtering: Although this turns off the automatic Junk Email Filter, messages are still evaluated by using the domain names and email addresses in your Blocked Senders List. Note: If you want to turn off the Junk Email Filter, you must also remove names from the Junk Email Filter lists.• Low: If you don't receive many junk messages, or want to filter only the messages that are the most obvious junk, select this option.• High: If you receive lots of junk messages, but don't want to restrict messages from senders on your safe lists, select this option. You should periodically review messages moved to the Junk Email folder, because some legitimate messages might also be moved.• Safe Lists Only: This is the most restrictive option. Any message that is sent neither from someone on your Safe Senders List, nor to a mailing list on your Safe Recipients List, is classified as junk.	

Task	Screen Shot
<p>3. Click the Safe Senders tab.</p> <ul style="list-style-type: none">• Any address from which you always want to receive email should be added to your Safe Senders list. You can add either individual email addresses or entire domains by entering just the end of the email address – such as “@alverno.edu” or “@yahoo.com”.• You can automatically add everyone you have in your Contacts list and/or everyone to whom you send email by checking the appropriate box on this tab.• Technology Services recommends you add “@alverno.edu” to your Safe Senders so you do not mark any Alverno email as Junk.	 <p>The screenshot shows the 'Junk E-mail Options' dialog box with the 'Safe Senders' tab selected. The list of safe senders includes: @alvdsn1.alverno.edu, @alverno.edu (selected), @cdw.com, @newegg.com, @newsletters.microsoft.com, @woodyswatch.com, anddy@raprojectsolutions.com, anthony.kluessendorf@siemens.com, brian.reagles@softwareone.com, brian_reagles@softwareone.com, calnewport@gmail.com, christina@patrontechnology.com, dstelm@yahoo.com, e_sandrs@hotmail.com, e_sandrs@yahoo.com, elwehr@ra.rockwell.com, emailalert@cringely.com, and emo@slipstick.com. The 'Add...', 'Edit...', and 'Remove' buttons are visible. At the bottom, the 'Also trust e-mail from my Contacts' and 'Automatically add people I e-mail to the Safe Senders List' checkboxes are checked. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom.</p>
<p>4. Click Add</p> <p>5. Type alverno.edu</p> <p>6. Click OK</p>	 <p>The screenshot shows the 'Add address or domain' dialog box. The text input field contains 'alverno.edu'. Below the input field, there are examples: 'Examples: someone@example.com or @example.com'. The 'OK' and 'Cancel' buttons are at the bottom.</p>

Task	Screen Shot
<p>7. Click the Safe Recipients tab.</p> <ul style="list-style-type: none">• If emails you receive from mailing lists or newsletters are being blocked, you can add the list address to your Safe Recipients list to always allow incoming mail sent to those addresses.	
<p>8. Click OK to close the Junk E-mail Options window.</p>	

Manage your Junk Email Filter in live@edu or Outlook Web App

Task	Screen Shot
1. Log into live@edu (student email) or Outlook Web App (faculty/staff)	
2. Click Options and then click See all Options	 A screenshot of the Outlook Web App interface. At the top right, there is a user profile for 'Test 1. Student' with a 'sign out' link. Below this is a search bar and an 'Options' dropdown menu. The 'Options' menu is open, showing 'Set Automatic Replies...', 'Create an Inbox Rule...', and 'See All Options...'. A red arrow points to the 'See All Options...' link. Below the 'Options' menu is a 'Select a Theme' section with several theme thumbnails.
3. Click Block or Allow	 A screenshot of the Outlook Web App 'Account' settings page. The page title is 'Alverno College by Microsoft Outlook Web App'. On the left, there is a navigation menu with 'Account' selected. Below 'Account' are links for 'Organize E-Mail', 'Groups', 'Settings', 'Phone', and 'Block or Allow'. A red arrow points to the 'Block or Allow' link. On the right, there is a 'My Account' section with 'Connected Accounts' and an 'Account Information' section with 'General' settings like 'Display name' and 'Windows Live ID'.

Task	Screen Shot
<p>4. On the Junk E-Mail settings screen, you can</p> <ul style="list-style-type: none">• Turn junk e-mail filtering on or off• Add Safe Senders and Recipients• Choose to Trust e-mail from contacts <p>After making any changes, scroll to the bottom of the screen and click Save.</p>	<p>The screenshot displays the 'Junk E-Mail Settings' page in the Alverno College Outlook Web App. The page title is 'Alverno College by Microsoft Outlook Web App'. The left navigation pane includes 'Account', 'Organize E-Mail', 'Groups', 'Settings', 'Phone', and 'Block or Allow'. The main content area is titled 'Junk E-Mail Settings' and contains the following sections:</p> <ul style="list-style-type: none">Junk E-Mail Settings: Two radio buttons are present: 'Don't move e-mail to my Junk E-Mail folder' (unselected) and 'Automatically filter junk e-mail' (selected).Safe Senders and Recipients: A heading followed by the instruction 'Don't move e-mail from these senders or domains to my Junk E-Mail folder.' Below this is an 'Edit' button, a 'Remove' button, and a text input field with the placeholder 'Enter a sender or domain here' and a green plus icon to its right.Trust e-mail from my contacts: A checkbox that is currently unchecked.Blocked Senders: A heading followed by the instruction 'Move e-mail from these senders or domains to my Junk E-Mail folder.' Below this is an 'Edit' button, a 'Remove' button, and a text input field with the placeholder 'Enter a sender or domain here' and a green plus icon to its right.Bottom Section: A checkbox labeled 'Don't trust e-mail unless it comes from someone in my Safe Senders and Recipients list or local senders' which is currently unchecked.