Providence Schools

PPSD

Spam Firewall

USER GUIDE

The Technology Department has installed a new Spam Firewall to reduce the amount of unsolicited bulk email received by faculty and staff at PPSD.

A spam firewall scans all incoming email for an organization, filters out spam, and passes only legitimate mail on to the user. If a message is considered legitimate and safe, the message is delivered to the user's Inbox automatically.

However, if a message is considered likely to be spam (or unsafe), the PPSD Spam Firewall keeps the item in the user's Quarantine Inbox until the user has a chance to review the message and take action.

Daily Spam Quarantine Summary

Every morning at approximately 5:00 a.m., the PPSD Spam Firewall sends out email notifications to all users who have messages being held in their Quarantine Inbox. This message contains a list of email identified as spam and placed in the quarantine during the past 24 hours. A typical Spam Quarantine Summary is show below:

Date Received	From	Subject	Actions
07/03 07:27	Broderbund <info@info.brode...	Exclusive offer: Our way of saying "Than...	Deliver Whitelist Delete
06/29 01:03	Broderbund Exclusive <info@...	24 Hours Only: Save 60% on our all-in-o...	Deliver Whitelist Delete
06/26 07:15	NEW from Broderbund <info@...	Enjoy the best classic and new solitaire...	Deliver Whitelist Delete
06/24 16:16	NEW to Broderbund <info@in...	Create your own greeting cards right on ...	Deliver Whitelist Delete
06/20 18:21	NEW from ClickArt <info@in...	Get creative with thousands of NEW fonts...	Deliver Whitelist Delete
06/13 17:42	NEW from Broderbund <info@...	Finally, a better way to copy and paste!	Deliver Whitelist Delete

This summary, displays the date the message was received, the sender's name and address, the subject, and links to the three actions you can take and perform. Below is a brief description of what each action does:

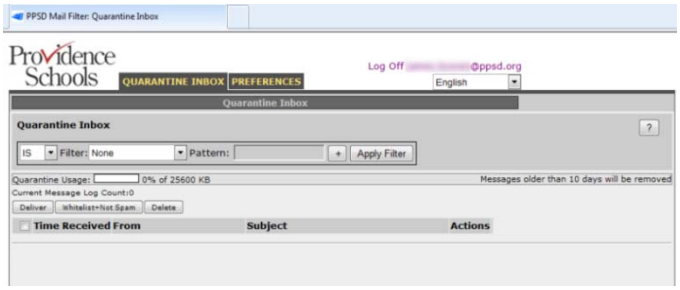
- **Deliver:** Click this link if you are uncertain whether a message is spam. This will deliver the message to your Inbox. This will allow you to read and determine if it is legitimate.

- **Whitelist**: Click this link if you are certain that a message is NOT SPAM (and safe). This will deliver the message (and all future messages from this sender) to you Inbox.

- **Delete:** Click this link if you are certain that a message is SPAM (or unsafe) or does not meet the requirements of PPSD's Internet Acceptable Use Policy (IAUP)

Note: *Clicking the action links will remove the message from your **Quarantine Inbox.** However, the entry on the Spam Quarantine Summary list is **NOT REMOVED**. This causes a great deal of confusion, because users expect the entry to disappear from the email notification when one of the action links is clicked. The summary is simply intended to inform the user that they have messages residing in their Quarantine Inbox.*

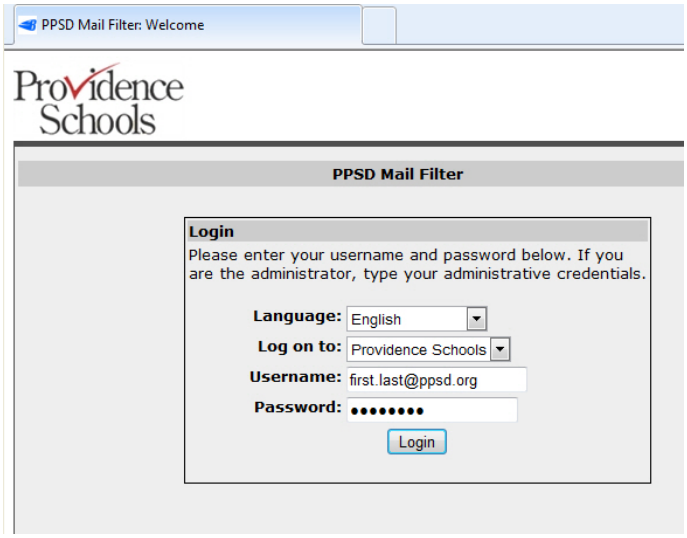
Accessing Your Quarantine Inbox



Every user with a PPSD Email Account has a personal quarantine which can be accessed via the PPSD Spam Firewall web interface. To access your Quarantine Inbox, follow the steps below.

Connect to the Internet and go to:

http://10.3.10.7:8000



When the login screen appears:

The default to the **Log on to drop-down box** is Providence Schools

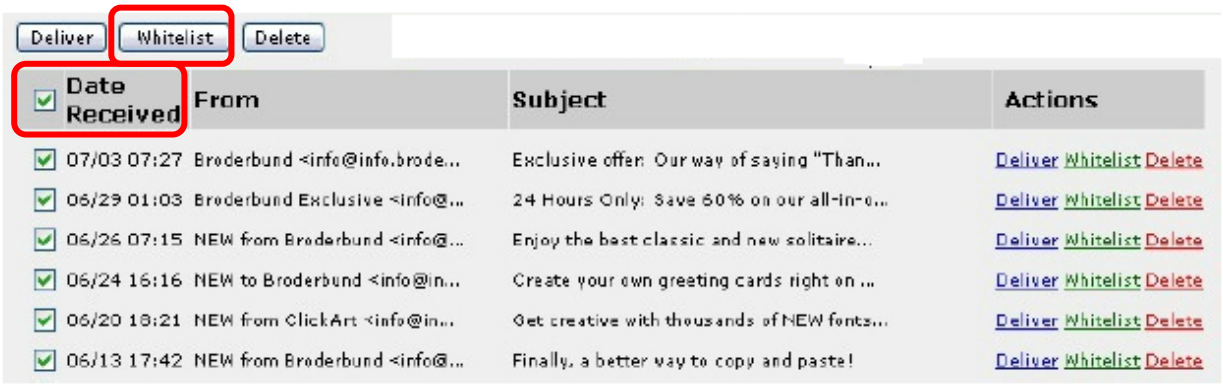
In the Username box, enter your **PPSD Email Address**

In the Password box, enter your **PPSD Email Password**

Click **Login**

Managing Your Quarantine Inbox

After logging into your Quarantine Inbox, you will see a list of messages very similar to the list that appears in Spam Quarantine Summary below.



One advantage of using the Quarantine Inbox is that it is easier to manage your messages. Instead of taking action on only one message at a time, you can select all the messages in your Inbox and take action on all items at once.

For example, to **Whitelist all of the messages** in your Inbox, click the check box to the left of the **Date Received column to select all messages** and then click the **Whitelist button**

Managing Your Whitelist & Blacklist

You can manually add email addresses to your Whitelist or Blacklist. Email sent from addresses in your Whitelist will not be analyzed for spam, but will be scanned for viruses. Email sent from addresses in your blacklist will always be blocked.

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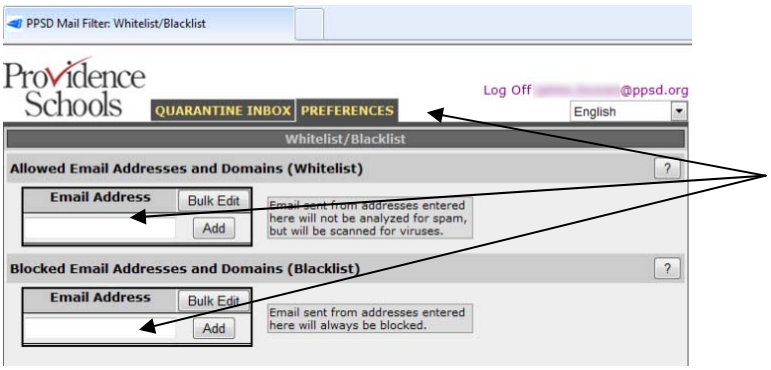

To add addresses,

Click the **Preferences Tab**,

Type the address in the desired address box (Whitelist or Blacklist),

Click the **Add** Button.

**To remove an address click the trash can icon next to the address*

The PPSD Spam Firewall has a learning engine that learns how to deal with future messages based on the ones YOU classify as spam and not spam. The learning engine becomes more effective over time as you teach the system how to classify messages and as you set up rules based on your Whitelist and Blacklist.

Note: *Although PPSD Spam Firewall is very accurate at distinguishing between spam and legitimate email, occasionally it will identify a legitimate message as spam. Therefore, it is important to check your Quarantine Inbox frequently to examine your quarantined mail, especially if you are expecting an important message that has yet to be delivered.*

The Quarantine Inbox has a 25MB limit and a 10 day limit. Once the inbox gets to 25MB it starts automatically deleting old email, but no matter how much space is in use, it will never delete email newer than 3 days old. In addition, once an email sits in the inbox more than 10 days it gets deleted. Users must keep in mind that this is not an email store. Users are not to let items reside in the Quarantine Inbox assuming they can go back in a month to get the email. As soon as day 11 starts the email gets deleted.