

Spam Filtering

Union College

Information Technology Services

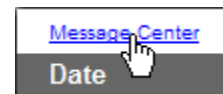
<http://www.union.edu/ITS/>

Union College uses Google Postini Services as its email protection service. This service intercepts virus-infected and junk email before it arrives in your inbox. Suspected messages are automatically quarantined. The Postini Message Center allows you to release these messages and to whitelist senders whom you don't want blocked.

The Quarantine Summary Email Message

You will receive a daily notification listing all messages that have been recently quarantined at the Message Center. This notification allows you to quickly scan the subjects of quarantined messages without having to visit the Message Center. *You will not receive a notification if there is no mail in your quarantine folder.*

The Quarantine Summary email message also provides a link to the Message Center if you do want to visit it; for example, to see the contents of a quarantined junk message.



From: Union College Message Quarantine
To: username@union.edu
Cc:
Subject: Quarantine Summary 5/04/2009

username@union.edu

These messages were quarantined before they reached your inbox as potential spam and virus-infected messages can be delivered by clicking on the "deliver" link. You can safely view your quarantined messages anti-spam settings by logging into the Message Security Center at the following link: <http://postini.union.edu>

Junk Messages 3 Messages

From	Subject	Date
contact@kanianet.com	Do More, Feel Better, Live Longer	5/04/2009 4
faintingwm90@rishitm.com	You have a possibility to turn back the hands of time and feel young again.	5/03/2009 1

When you receive this email message, you can:

- Deliver messages from your Junk quarantine to your Inbox (click the corresponding **Deliver** link in the email).
- View a list of recently quarantined virus-infected messages (not shown in the above image).

Note that you don't have to visit the Message Center when you receive your Quarantine Summary. If you don't want to review your junk email or deliver any quarantined messages to your Inbox, just leave them alone and the Message Center will automatically delete them from quarantine after 14 days.

Message Center

Use this guide to get started using the Message Center. For specific details on using particular settings or controls, click the **Help** button at the top right of any page in the Message Center.



What is the Message Center?

To prevent unwanted messages from reaching your email Inbox, your email protection service scans and filters all incoming email for potential junk and virus-infected messages before they reach your Inbox. Legitimate messages are delivered to your Inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at the Message Center.

You can visit the Message Center to review and retrieve quarantined messages by logging in from any standard web browser.

Logging in to the Message Center

- In any web browser, go to <http://postini.union.edu>
- Log in using your email address and password.

A screenshot of the login page for Google Postini Services at Union College. The page features the Google Postini Services logo and the Union College logo. Below the logos, the text reads "Log in to your message center." There are two input fields: "Log in Address" and "Password". Below the "Log in Address" field, the text "example: yourname@union.edu" is displayed. Below the "Password" field, the text "note: password is case-sensitive" is displayed. A green "LOG IN" button is centered below the input fields. At the bottom of the page, there is a link for "Log In Help".

Google
Postini Services

UNION
COLLEGE

Log in to your message center.

Log in Address

example: yourname@union.edu

Password

note: password is case-sensitive

LOG IN

[Log In Help](#)

Managing Mail in the Message Center

When you first log in to the Message Center, you arrive at the **Junk** tab. This lists all messages that were recently identified as junk email and therefore quarantined at the Message Center, instead of being delivered to your Inbox.

The screenshot shows the Message Center interface with the **Junk** tab selected. At the top left is the Union College logo. At the top right, it says "Welcome username@union.edu" and provides links for "My Settings", "Log Out", and "Help". Below the navigation tabs, there is a search bar and a "Show:" dropdown set to "Last Week" with a "Go" button. A "Deliver Selected" link is also present. The main area displays a list of three messages:

<input type="checkbox"/>	Date	From	Show Recipients	Subject	Block Reason	Deliver
<input type="checkbox"/>	5/12/09 5:02 AM	warrantysupport@squaretrade...		May Sale – with 30% off Deal of the Day bonus! Today only!	Junk Filters	Deliver
<input type="checkbox"/>	5/11/09 5:33 AM	newsletter@clearanceclub.com		\$500 OFF Discount	Junk Filters	Deliver
<input type="checkbox"/>	5/10/09 2:28 AM	marketing@callingcardplus.com		Call Mom - Mother's Day Special	Junk Filters	Deliver

At the bottom, there are links for "Contact Support" and "Your Privacy is Protected", a copyright notice for 2008 Google, and the "powered by postini" logo.

Review Quarantined Junk Email

When the Message Center first begins to quarantine your suspicious messages, review messages on your **Junk** tab for a few days to be sure valid messages aren't falsely quarantined. Click a message's **Subject** to safely view its content. If you find a valid message you want to retrieve, click its corresponding **Deliver** button to deliver it to your Inbox.

Tip: If you deliver a message from the **Junk** tab, the Message Center asks you whether you want to add the sender to your **Approved Senders** list. Messages from senders on this list bypass the junk filters, so they won't be falsely quarantined in the future.

All messages that you don't deliver are automatically moved to the Trash after 14 days. Messages remain in the Trash for another 3 days before the Message Center permanently deletes them.

Explore Your Personal Settings

Click the **My Settings** link at the top right of any page to see what personal preferences are available.

What Else Can I Do Here?

- Review a list of recently quarantined virus-infected messages
- Adjust filter sensitivities to determine how aggressively to filter your email for junk messages.
- Maintain allowed and blocked sender lists for individual senders, domains, and mailing lists.

Tips for Using the Message Center

When to Visit the Message Center

If you are just beginning to use the email protection service, or if your junk email filters were recently adjusted, check your Junk Quarantine daily to be sure valid messages aren't being falsely quarantined.

You'll also receive regular reminders to check your Message Center and review quarantined email. Remember that the Message Center will hold your quarantined email for 14 days. Messages are then automatically moved to the Trash, where they remain for three more days until they're permanently deleted.

If You Receive Too Much Junk Email

Your email protection service blocks the majority of unwanted email. If some unwanted email is still getting through, adjust your junk email filters to a more aggressive setting. (Then visit the Message Center regularly for a few days to verify that valid messages aren't being quarantined.)

If Valid Messages Are Quarantined

If too many valid messages are quarantined as junk email:

- Add senders whose messages are regularly getting blocked to your Approved Senders list.
- If you have any email aliases (alternate email addresses), make sure they are added to the email protection service.
- Adjust your junk email filters to a more lenient setting.

When to Use Sender Lists

Depending on your privileges, the Message Center might provide sender lists for allowing or blocking messages from individual senders, mailing lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them. However, there are a few cases when sender lists are useful.

- Add senders to your Approved Senders list if messages from the sender resemble junk email and have been falsely quarantined.
- If you belong to a mailing list or newsgroup where different members email each other using the same TO address, you can put that TO address on your Approved Mailing Lists.

WARNING: If you set up any of your other email addresses to forward email to your account, make sure these addresses are not on your Approved Senders list. If such an address is on the list, any junk email sent to that address will bypass junk filters and reach your inbox!

Message Center FAQ's

Can I safely view contents of quarantined messages?

Yes. Clicking a message's Subject link to read it does not transfer the message to your Inbox, so you can safely view contents of junk email at your Message Center without risking harm to your computer.

How are messages identified as junk?

Before any message reaches your Inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk email. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined at your Message Center.

Does anyone read my quarantined email?

No. All scanning and filtering is done automatically, in a matter of milliseconds, so nobody at your email protection service actually *reads* your messages.

Is my information in the Message Center private?

Yes. All of your information in the Message Center, including personal information, email addresses, and message content, is kept strictly confidential. Your email protection service does not sell or make available to third parties any of your information in the Message Center.

What kinds of viruses does the Message Center block?

The Message Center blocks viruses, worms, and other types of malicious file attachments, which are quarantined on the **Viruses** tab. The Message Center uses highly accurate anti-virus technology to identify virus-infected messages and prevent them from reaching your Inbox.

How often is the Message Center's anti-virus protection updated?

The Message Center checks for virus protection updates once every minute, so you can be sure that you're protected from the latest security threats.

How can I get support for the Message Center?

If you have questions concerning the Message Center, please call the ITS Helpdesk at 388-6400 or send an email to postini@union.edu.