Anti-Spam 1 – Quarantined Email

Anti-Spam 1 Help Sheet – Introduction and Quarantined Email

This help sheet explains how to access an email that has been quarantined by NYA's antispam software. The second help sheet explains how the software can be used to block unwanted email that is finding its way past the spam system and into your Outlook inbox or to "greenlight" an email address that is incorrectly blocked.

NYA has a **spam filtering software** to prevent spam email and potential threat emails from reaching your Outlook inbox. This software works behind the scenes of your NYA email account. If you wish to block or allow emails, **this is the software that should be used**. Outlook and its "Junk Email" box should NOT be used to control unwanted email.

You can personalize the spam filtering software to make it effective for you. This is done in two ways:

1. A **white list** is a list of email addresses that the system will **never block**, ensuring that you will always receive email from those senders.
2. A **black list** is a list of email addresses that the system will **always block**, no matter the content, and you won't see them in your inbox again.

An explanation of how to set up these special lists is in the second half of this help sheet.

<u>**Release or Delete a Quarantined Email**</u>

The antispam software tries to identify spam and threat emails without requiring any attention from users. **Your most common interaction with the spam software** will be an email notification that the system has held an email, or quarantined it, and is awaiting permission from you to either deliver it as normal or continue to block it from your Outlook inbox. Below is an example of a quarantined email notice:

To release a quarantined email so it is delivered to your inbox, click the "Release" link under "Web Actions:" A new tab will open in your web browser announcing that the targeted email has been released and it should immediately show up in your Outlook inbox.

Important Note: The system will continue to quarantine email from this sender even if you have released this particular email. If you would like to always approve this sender, refer to the directions on the white list below. Likewise, if this email is from a sender who routinely is quarantined and you do not wish to receive email from them, you should try using their "unsubscribe" function, if applicable (typically found at the bottom of an email), or you may add the sender to your black list.

To delete a quarantined email to prevent its delivery, click the "Delete" link. The email will be removed from your quarantine and WILL NOT be delivered. **This step is not required**, as the system will removed emails that sit in the quarantine for a period of time (roughly one month). **The bottom line is: your unwanted emails do not need to be managed.**