



IRONPORT QUICK START GUIDE

Giving You More Control Over Your E-mail and Spam

UNDERSTANDING SPAM FILTERING ON CAMPUS

Every day UW-W servers receive over a million e-mail messages. A vast majority (98%) of these are **spam** or **phishing** messages: unsolicited commercial promotions, fraudulent requests for your personal information, or links to web sites that attempt to infect your computer with viruses. Every day, UW-W e-mail system effectively blocks all messages that **unequivocally** belong in this category.

However, there are messages that **fall within a gray area**: in a diverse environment such as a university campus, different people communicate differently, and a message that **you** consider spam, might be a useful communication for someone else (for example, a weekly *Barnes & Noble* newsletter with a discount coupon, or a notification about a newly published book from an academic publisher).

To give **you** more control over your e-mail, and more flexibility in deciding what does, and what does not constitute spam for you, iCIT is now introducing *IronPort*.

HOW IRONPORT WORKS & WHAT YOU NEED TO DO

When *IronPort* receives messages that might be spam, it puts them in quarantine, and sends you an *IronPort Spam Quarantine Notification e-mail* (Figure 1), with a list and preview of subject lines of suspicious, quarantined messages. If you decide that the messages on the list are indeed spam, you don't need to do anything - all quarantined messages will be automatically deleted after 14 days.

Figure 1: IronPort Spam Quarantine Notification e-mail.

IronPort Spam Quarantine Notification

UW-W Postmaster <postmaster@uw.edu>

To:

IronPort 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).

If any of the messages below are not spam, click the Release link to have them sent to your Inbox. To see all quarantined messages view [your email quarantine](#).

Quarantined Email			
	From	Subject	Date
Release	"CareerTrack"<CareerTrack@busenetwo...	[MARKETING] How to Communicate with Tact and Professionalism...	20 Apr 2010

[View All Quarantined Messages\(3\)](#)

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://fe.uw.edu:83/>

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If you'd like to receive any of the quarantined messages, and they are **not spam**, you have a choice of two options:

- > 1 **First**, in the e-mail notification, click the **Release link** in the leftmost column, and the message will be released from the quarantine, and delivered to your mailbox immediately.
- > 2 **Second alternative** is useful if the quarantined messages come from a sender from whom you expect to receive communications **on a regular basis**. You can release the message from quarantine **and** simultaneously add the **sender** to your **Safelist**, which means that any future e-mails from this sender will be delivered directly to your mailbox, and will **not** be quarantined.

To **release** a message from quarantine, and **simultaneously add the sender to your Safelist**:

- > 1 Instead of clicking the links in your notification e-mail, open your web browser (*Internet Explorer* or *FireFox*), and go to the UW-W *IronPort* login page, at <https://fe.uww.edu:83>.
- > 2 Log-in with your *Net-ID*. **Spam Quarantine** screen loads, with a list of all currently quarantined messages (*Figure 2*).
- > 3 In the leftmost column of the table, click the check box to select the sender (or several check boxes, to select multiple senders) that you want to add to your **Safelist**.

Figure 2 (below): Spam Quarantine screen.

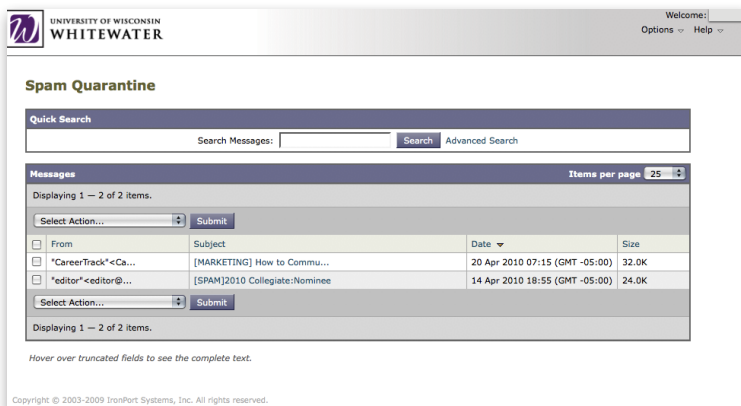
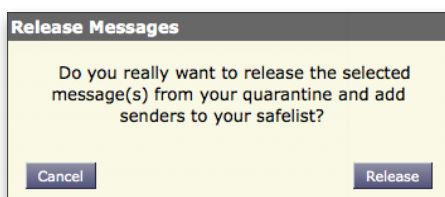


Figure 3 (below): *IronPort* asks you to confirm before messages are released from quarantine.



- > 4 Next, from the **Select Action** drop-down menu, select **Release and Add to Safelist...**, and then click the **Submit** button. *IronPort* will ask you to confirm your choice to release the message from quarantine (*Figure 3*), and once you do, will display a confirmation that the message was released, and the sender has been added to your **Safelist**.

Now, any future e-mails from this sender will be delivered to your mailbox.

More Information about IronPort

Additional, detailed instructions on how to use *IronPort*, and manage your quarantined messages and **Safelist**, beyond the example explained above, is included in the help file available online at:

https://fe.uww.edu:83/help/enduser_help.