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.*

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**.
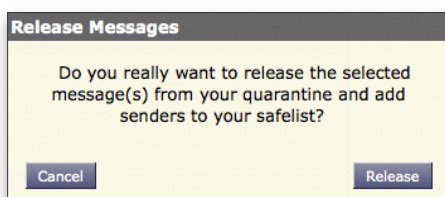
Figure 2 (below): Spam Quarantine screen.
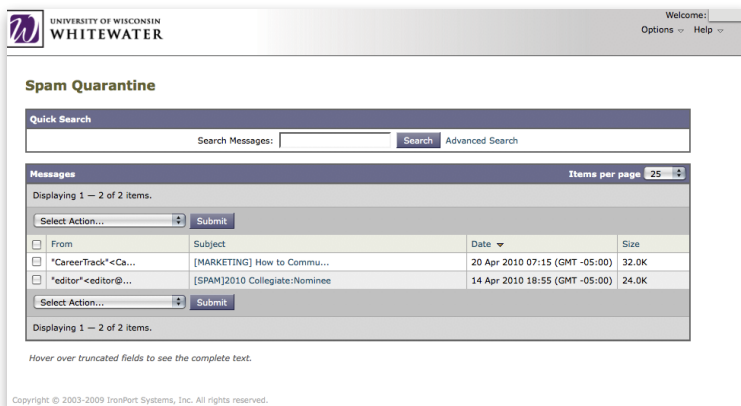
> 4   Next, from the **Select Action** drop-down menu, select **Release and Add to Safelist...**, and then click the **Submit** button. *IronPort* will ask you to confirm your choice to release the message from quarantine (*Figure 3*), and once you do, will display a confirmation that the message was 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.

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