

How to Manage Spam Through Email

As you may have noticed, you now receive a Junk Email Summary Report when the system has flagged an incoming email as likely spam. You are able to manage almost all your junk mail with the Junk Mail Summary Report alone. I have included basic instructions on how to manage junk mail at the bottom of this email. They will show you how to manage email through the Junk Mail Summary Report or if you want to log on to your Junk Box on the SonicWALL appliance itself.

Remember if you get an email that goes into your inbox that is spam, you can report it by just forwarding that email to spam@umary.edu.

Technology Department
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University of Mary's Spam Solution

Spam is a growing problem worldwide. Spam causes productivity loss, network traffic, vast amount of corporate resources to be consumed and valuable server space to be lost. To combat this problem, University of Mary uses SonicWALL as a solution.

SonicWALL offers two useful features:

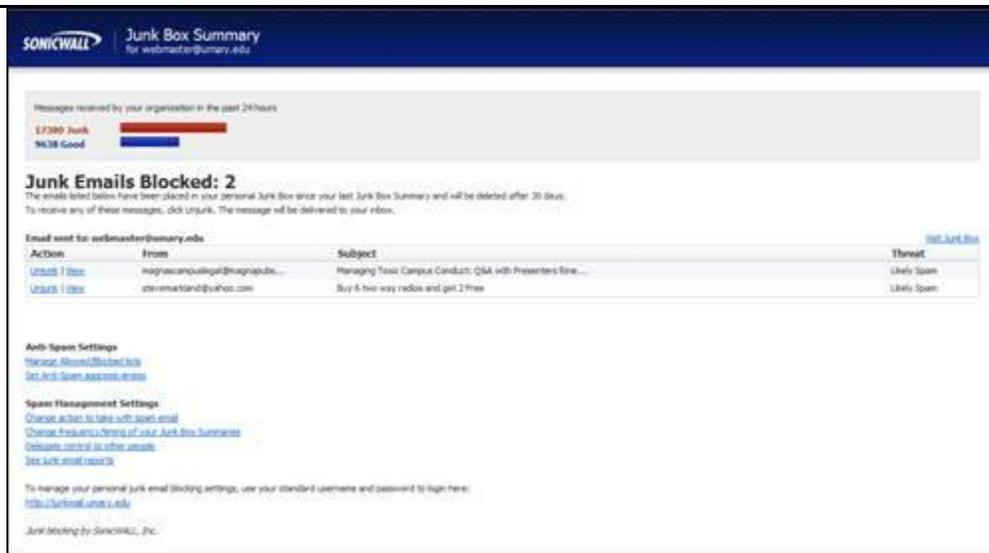
- A regular (weekly, daily, hourly, etc.) junk e-mail summary that allows users to recover any messages falsely marked as spam.
- The ability for an individual user to manage their spam settings.

How SonicWALL Works

- All incoming e-mail messages are directed to the SonicWALL Server, where they are scanned according to the spam filter settings.
- E-mails not considered spam, or that is on an individual users allowed list, are automatically forwarded to the MS Exchange Server, processed and moved to your email account.
- Messages exceeding the spam threshold are blocked on the SonicWALL server.

As many of you may have already noticed you have a new email (Junk Box Summary) appearing in you inbox.

The Junk Box Summary e-mail message that is delivered to your Outlook Inbox contains a listing of spam that is in your Junk Box. For most purposes you can manage all your spam from this email. To view a message, click on the View link. To have the message delivered to your Inbox, click on the UnJunk link. There are also several links that will allow you to log in to SonicWALL to manage your settings.



What if I get spam in my Outlook Inbox?

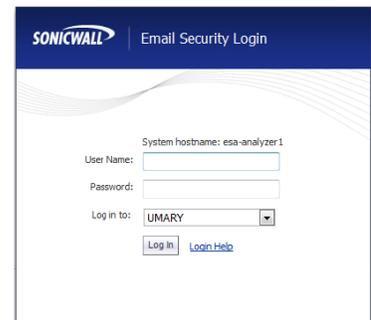
If you get spam in your inbox, all you have to do is highlight it and forward it to spam@umary.edu. SonicWALL monitors that account and will analyze the email to help enhance its GRID Network to help filter future spam.

Using SonicWALL

SonicWALL is a web-based application. You log in to SonicWALL using your UMARY mail account, username and password.

Logging in to SonicWALL

1. Open your web browser.
2. Access the SonicWALL web page at <http://junkmail.umary.edu>
3. At the SonicWALL log in screen, enter your account username and password.
4. Verify that the Domain drop-down box is set to UMARY
5. Click on the Log In button.
6. After logging in, you will be brought to your Junk Box. Any messages considered spam are stored in your Junk Box.



The Junk Box

The SonicWALL Junk Box and the Outlook Inbox have similar onscreen appearances and offer some of the same functionality. Both display the e-mail's sender, the time it was sent and the subject. Just like Outlook, SonicWALL also allows you to search e-mails by subject, date and sender.



Reading Messages

To read a message in your Junk Box:

1. Click on the Subject of the message and the message will open in a separate window.
2. If you would like to have this message delivered to your Outlook Inbox, click on the UnJunk Message button. The message is delivered to Outlook and the sender is added to your Allowed list.
3. If you would like to leave this message in your Junk Box, close the message window.



Sorting Your Junk Box

To sort the messages in your Junk Box, click on the message header you would like to sort by – From, Threat, Category, Subject or Date Time Received.

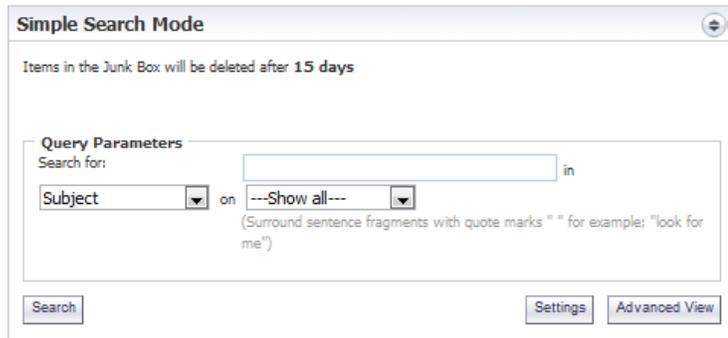
Message Headers



Searching Through Your Junk Box

The Search feature allows you to search for e-mail messages by Subject, Sender and Date. To search for e-mail messages:

1. Click in the Search field and enter your search criteria.
2. Click on the drop-down arrow and select the option you are searching on – Subject, Sender or Date.
3. Click on the Go button. The



messages in your Junk Box will be filtered according to the criteria you entered.

Deleting Messages from your Junk Box

1. Click on the check box next to the message you want to delete. To delete all messages, click on the Check All button.
2. Click on the Delete button.
3. You will see a message that the e-mail message(s) you specified were deleted successfully.

Sending Messages from your Junk Box to your Outlook Inbox

1. Click on the check box next to the message you want to send to Outlook. To send all messages, click on the Check All button.
2. Click on the UnJunk button.
3. You will see a message that the e-mail message(s) you specified were “unjunked”. The e-mail message(s) will be immediately delivered to your Outlook Inbox and the sender(s) will be added to your Allowed list.