Instructional Technology Training Tip:

A user’s guide to quarantined emails

You probably receive a daily email that includes a few messages that have been quarantined. This is to say that they have not been delivered to your official email inbox and are in a separate area awaiting your approval. The goal of having quarantined email is to keep malicious code from reaching your computer. That being said, sometimes it will quarantine other emails that you wish to receive.

This tech-tip is all about the ways your can interact with quarantined emails.

Anatomy of a Quarantine Summary email:

1. You received an email that includes a table of quarantined emails from release-ctrl@smtphost-2k.fit.edu that resembles this:

```
Quarantine Summary: 3 message(s) quarantined from Fri, 05 Sep 2014 08:00:00 -0400 to Sat, 06 Sep 2014 08:00:01 -0400

Date: Sat, 06 Sep 2014 08:00:01 -0400
From: release-ctrl@smtphost-2k.fit.edu
To: Jared Lan Campbell

Date: Fri, 05 Sep 2014 08:00:01 -0400
From: release-ctrl@smtphost-2k.fit.edu
To: Jared Lan Campbell

Date: Fri, 05 Sep 2014 08:00:01 -0400
From: release-ctrl@smtphost-2k.fit.edu
To: Jared Lan Campbell

Subject: Private Notification
Web Actions: Release Delete

Subject: New VS 2013 IDE Features, Cross-Platform Dev with TFS, .NET 4.5.1, Unit Testing, and More @ Visual Studio Live! Washington, D.C.
Web Actions: Release Delete

Subject: Your Invitation to a Global Networking Community
Web Actions: Release Delete
```

2. Let’s look at the various options of one of the table’s rows.

```
Date: Sun, 07 Sep 2014 07:42:53 -0400
From: <chien06150930@yahoo.co.jp>
Subject: RE: IRREVOCABLE PAYMENT ORDER VIA ATM CARD
Web Actions: Release Delete
```

In the Date column you’ll find the date and time that the email was sent to you. The From column indicates the name and email address of the sender. The Subject includes the topic of the quarantined email. Some of these can be quite comical.
The **Web Actions** column includes two clickable options: **Release** and **Delete**.

- **Release** will release the quarantined email into your inbox, your default browser will open, and you’ll be taken to a Web Release page that looks like this:

  ![Web Release Example](example.png)

  You aren’t able to do anything from the web release page, it’s just there to let you know the email has been released to your inbox.

- **Delete** will delete the email from the quarantine system. It will also take you to a similar looking web page. You are able to close either page without incident.

![Web Delete Example](example.png)

3. At the bottom of the Quarantine Summary email you will find more instructions:

   ![Web Actions Example](example.png)

   - The Click Here link in the third sentence will delete all of the messages that are in the quarantined email.

   ![Click Here](example.png)

   - The Click Here link in the final sentence will take you to your quarantined inbox so that you may manage your preferences. You can also visit your preferences by visiting [https://spam.fit.edu/mail/](https://spam.fit.edu/mail/)

   ![Preferences Link](example.png)
Managing your Quarantine email preferences.

1. Navigate your browser to https://spam.fit.edu/mail/
2. Sign in with your TRACKS ID and password.

3. You will be taken to a screen that looks similar to email. If you click on any of the messages a preview of the message will display.

4. From the menu bar, under where it says Bulk, you can, among other selections, release items to your official email inbox. To do this, simply select the email you wish to release and then click the Release button.
How to keep messages from certain senders from being quarantined

1. Navigate your browser to https://spam.fit.edu/mail/
2. Sign in with your TRACKS ID and password.
3. Click Preferences.

![Preferences](image)


![Antispam Management](image)

5. A window will open. In the text field, add the email address that you wish to not be sent to quarantine. Then click the Add button. When finished click the X in the upper right corner of the window.

![List Setting of jared@fit.edu](image)

Total: (37)
How to quarantine messages from certain senders

1. Navigate your browser to https://spam.fit.edu/mail/
2. Sign in with your TRACKS ID and password.
3. Click Preferences.

![Preferences Image]

4. Find Antispam Management and click Black.

![Antispam Management Image]

5. A window will open. In the text field, add the email address that you wish to be sent to quarantine. Then click the Add button. When finished click the X in the upper right corner of the window.

![Add Email Image]