

## SMU Anti-spam Solution

### Why and How Email is Quarantined

Spam can be any unwanted or unsolicited email that you receive from a source that you do not know (for example, advertisements). Malicious code includes small programs hidden inside or attached to the email. These programs can run on your computer and severely damage it.

Email can be quarantined because

- The content of the email appears to be spam.
- The email sender is known to have sent spam email in the past.
- The sender is on a list of confirmed or suspected spam email senders.
- The email may contain malicious code or viruses.

The SMU anti-spam solution periodically sends you an email report (Spam Quarantine Summary) daily when you have emails being quarantined. These emails will remain quarantined until you use your Personal Quarantine or email report to delete the emails or release them for delivery.

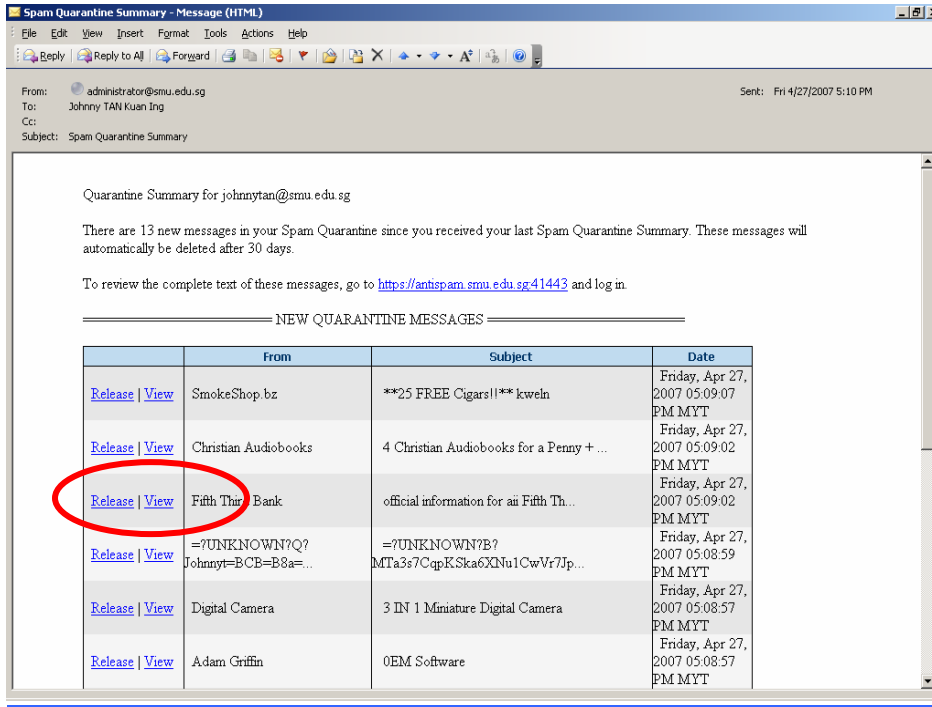
Not all quarantined email is necessarily unwanted email. Some email may appear to contain spam or malicious code but does not.

Your Personal Quarantine lets you examine quarantined email detail and content and determine for yourself whether or not you should delete or release an email for delivery.

Please do take note that your email in your personal quarantine area will be auto delete every 30 days.

## How to manage your SPAM

1. Below is the sample of the email report (Spam Quarantine Summary) that you will be receiving daily through your SMU email mailbox. You may choose to leave the email in the quarantine folder, view it or release it to your mailbox.

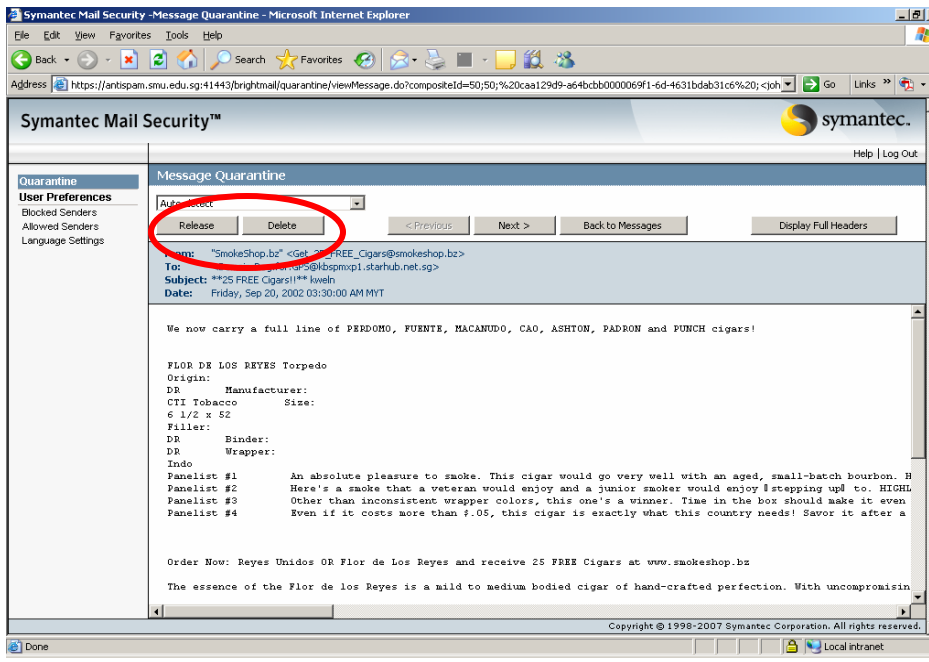


2. After clicking on "View" from your email, select "Yes" to accept the certificate to proceed. It is also recommended to click on "View Certificate" and install it into your PC to prevent from further prompting on your next visit to this site.



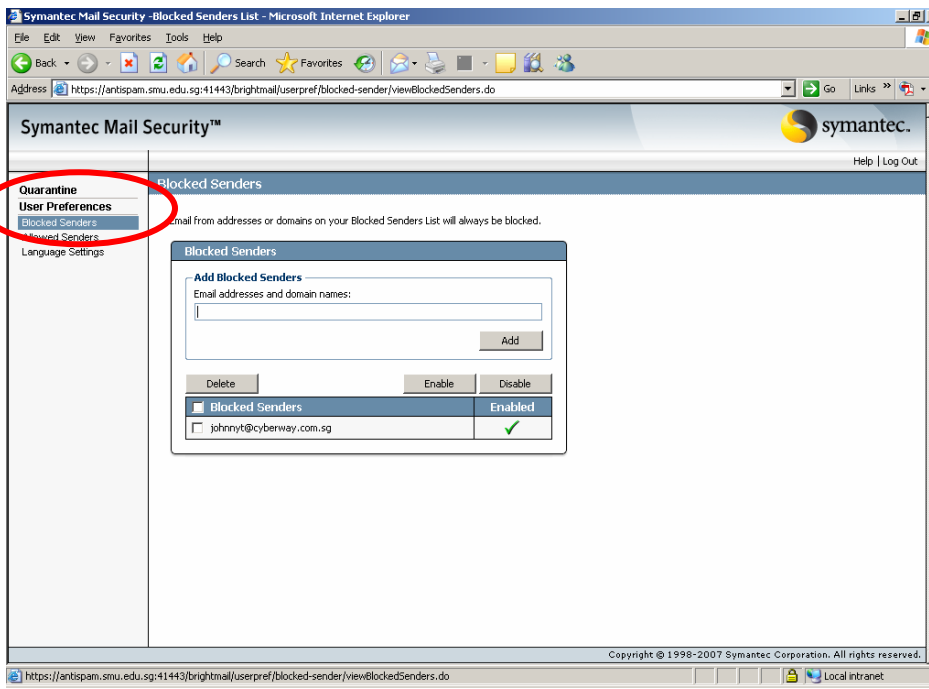
3. You will be lead to your personal quarantine area which will display the content of the email.

You may either chose to “Delete” the email if it is a spam or select “Release” to move it back to your mailbox.

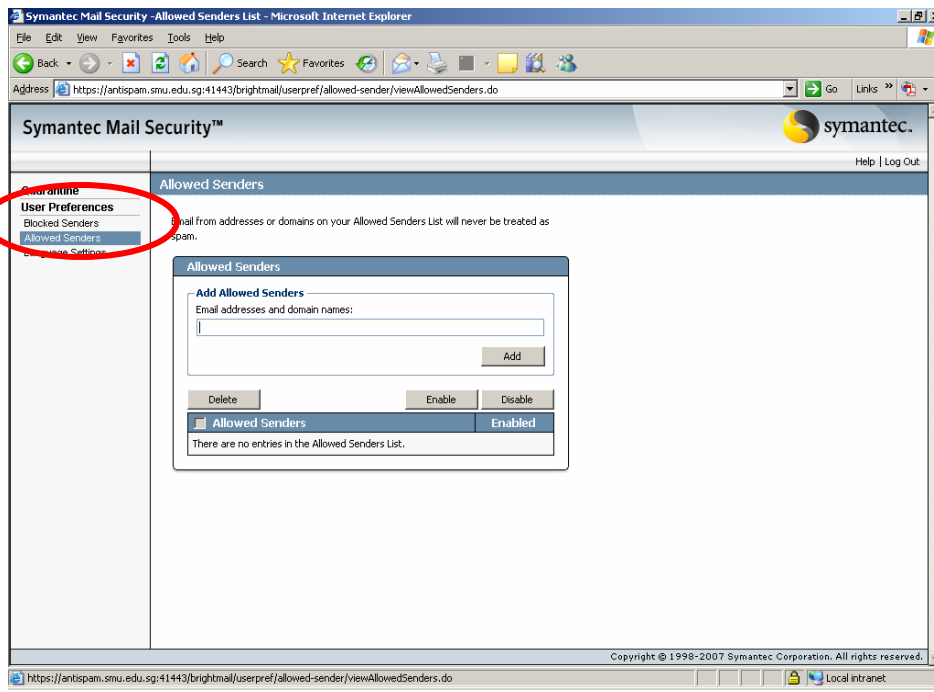


4. In your personal quarantine areas, you can further manage your spam as compared to scheduled report which is shown as below.

Under “User preference”, you can click on “Blocked Senders” to input any email addresses which you want to deny from further receiving it.



4. To prevent any of your sender email addresses which are falsely captured by the anti-spam engine as spam, you may wish to use the “Allowed Senders” option to prevent those email addresses treated as spam.

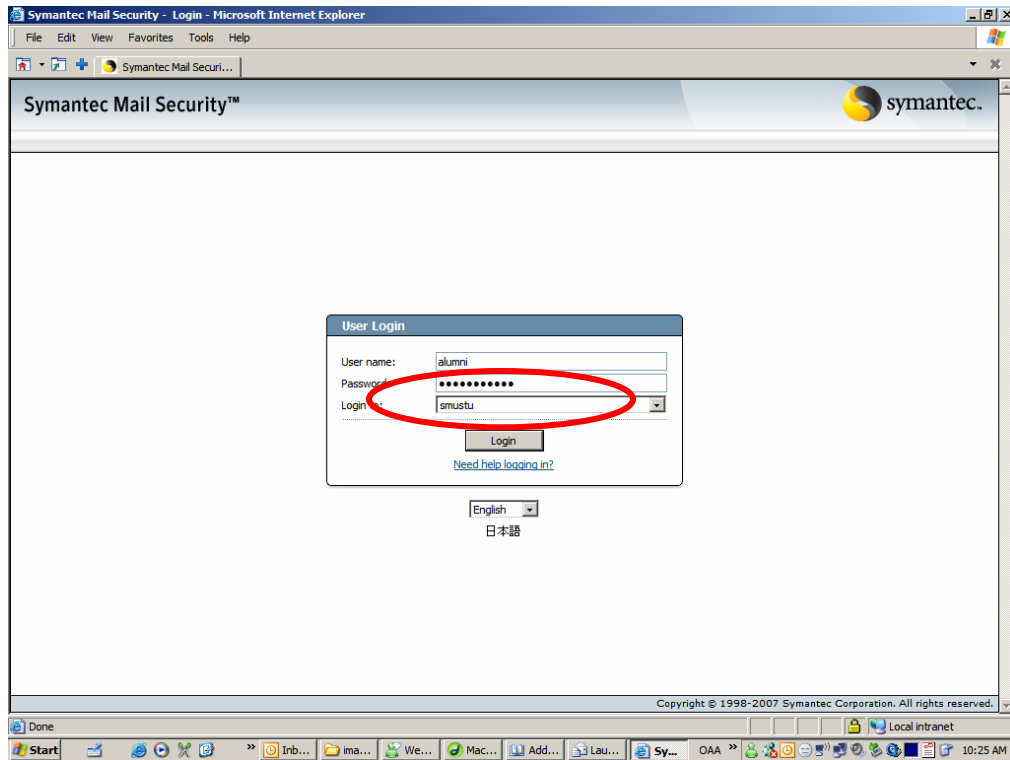


5. To view your quarantine email other than from the daily email report, you may access your personal quarantine area with URL as given: <https://antispam.smu.edu.sg:41443>

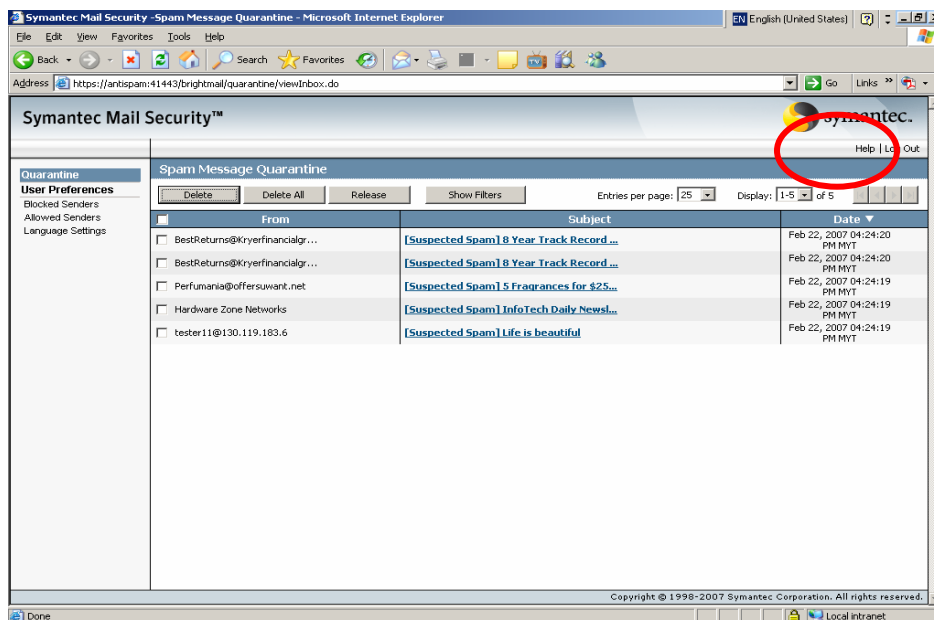
Select “Yes” to accept the certificate.



6. On the logon page, you must select “smustu” for your domain if you are a student/alumni or “smustf” if you are a faculty/staff and input your SMU logon name and password to manage your SPAM.



7. For more information such as allowed/blocked list, etc, you may wish to read up more by clicking on the “Help” menu on the top right corner.



Feedbacks are always welcome if you have any question or doubts on this product. Thanks

[helpdesk@smu.edu.sg](mailto:helpdesk@smu.edu.sg) 30<sup>th</sup> April 2007