ITS Spam Filtering Service Quick Guide 1: Using the End User Digest

Utilize this guide to perform basic functions within the ITS Spam Filtering Service.

**Using the End User Digest**

1. Open the End User Digest which displays an email listing of the suspected spam messages. The spam score, from field and subject field are viewable. Spam is scored on a scale from 1 to 100; the higher the score, the higher the probability that the message is spam.

2. Look over the messages to confirm that they are all spam.

3. If messages have been accurately labeled as spam, no further action is required. These messages will be automatically deleted in 14 days.

**Dealing with End User Digest Emails that are Not Spam**

There are 4 primary options available in the End User Digest that will be useful if the ITS Spam Filtering service has registered an incoming email as a “false positive.” A false positive is a valuable email that the ITS Spam Filtering Service has mistakenly labeled as spam. The options are:

1. **View**

   The View link opens the email from within the ITS Spam Filtering server so that it can be safely read. By reading the content, you can determine whether or not it is spam.

2. **Release**
The Release link releases the email from the ITS Spam Filtering quarantine and delivers it to your inbox. Please take into account that if you have a Junk E-mail or spam filter enabled on your desktop mail client such as Outlook, the filter may also place the released email into a Junk folder. Consequently, if you do not see the released email in your inbox, check your mail client’s Junk folder.

3. Safelist

The Safelist link places the sender on a safelist so that subsequent emails from the sender arrive in your inbox AND releases the messages to your Inbox. A safelist is also known as a whitelist (as opposed to blocked senders or blacklist).

4. Not Spam

The Not Spam link sends a notification indicating that the email was not spam. Future messages that are similar to those marked will not be filtered out as spam.

Other End User Digest Links

Located at the top of the End User Digest are four more helpful links.

Request New End User Digest

The Request New End User Digest link sends you an updated summary reflecting all of your quarantined email plus any email filtered since your last digest was sent. This tool comes in handy if you suspect that an incoming email was quarantined after you received the most recent digest. The newly arrived emails will be at the top of the list.

Additionally, the End User Digest allows you to view the complete list of suspected spam held in your quarantine for the past 14 days. All suspected spam is deleted after 14 days. After the link is clicked, you should see a confirmation page similar to this:

Yale

Request New End User Digest

Generated digest for recipient: mary-kay.kaminski@yale.edu
Request Safe/Blocked Senders List

The Request Safe/Blocked Senders List link sends a summary of all of your Safe and Blocked Senders. The summary includes further links to add or delete senders.

Note: Instructions on how to block or safelist a sender are outlined on page 2 in this guide.

Manage My Account

The Manage My Account link opens a web page that accesses your account on the ITS Spam Filtering server. You may view quarantined messages, access your safe-blocked senders list, and carry out other management functions. For complete instructions, see the “How Do I Manage My Account?” topic covered later in this guide.

Help

The Help link opens a help page that encompasses many of the topics covered in this guide and the ITS Spam Filtering service page.