

# University Email Anti-Spam Service

Metropolitan State University uses the anti-spam email filtering services provided by Trend Micro [www.trendmicro.com](http://www.trendmicro.com). If email sent to you is suspected of being spam, it is quarantined and prevented from being delivered to your inbox. You will receive notification of any quarantined messages into your email inbox along with information to help you determine if the email should be released from quarantine.

## MANAGEING QUARANTINED MAIL

When notification messages indicating quarantined email are received and opened, you will be provided the following basic information about each quarantined email that has been identified as Spam (figure 1 below). This basic information as provided, is designed to permit quick assessment in deterring appropriate next actions.

1. Login to your anti-spam account and release email for delivery
2. Login to your anti-spam account and delete quarantined email immediately
3. Do nothing and let the anti-spam system delete email automatically

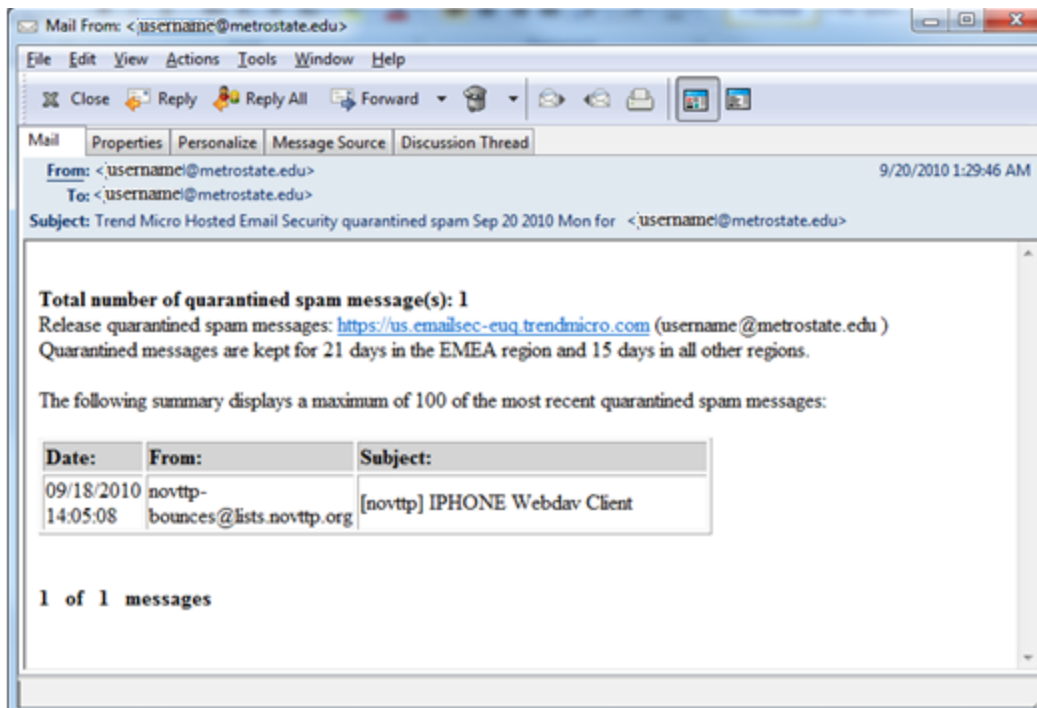


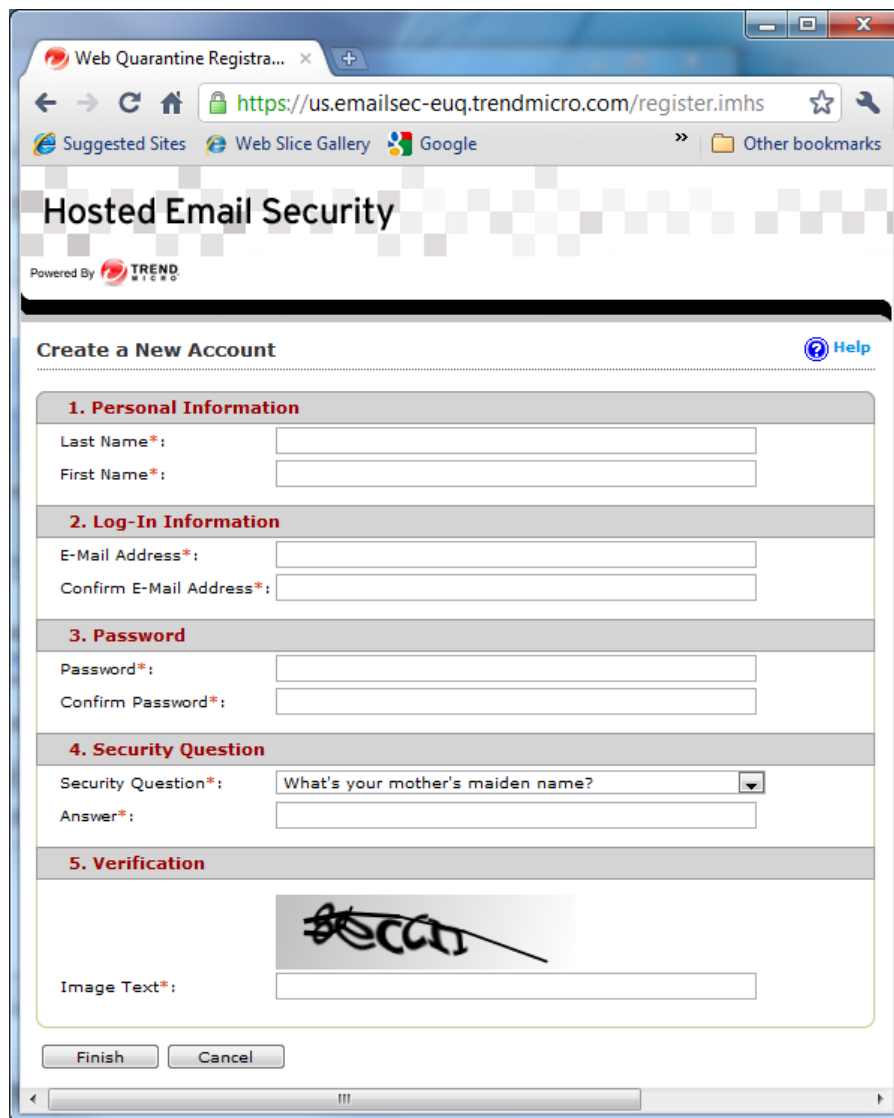
Figure 1

## RELEASING OR MANUALLY DELETING QUARANTINED MESSAGES:

- follow the URL (link) in the email as shown in figure 1 above.
- activate your account (first time you access your account) by selecting the **Register a new account** option.
- Provide the required (\*) information as shown in figure 2.

Subsequent logins to your account once created will require your email address and the password you entered.

**Note:** Passwords must be between 8-32 alphanumeric characters.



The screenshot shows a web browser window with the address bar displaying <https://us.emailsec-euq.trendmicro.com/register.imhs>. The page title is "Hosted Email Security" and it is powered by Trend Micro. The main heading is "Create a New Account" with a "Help" link. The form is divided into five sections:

- 1. Personal Information**: Fields for Last Name\* and First Name\*.
- 2. Log-In Information**: Fields for E-Mail Address\* and Confirm E-Mail Address\*.
- 3. Password**: Fields for Password\* and Confirm Password\*.
- 4. Security Question**: A dropdown menu for the Security Question\* (currently set to "What's your mother's maiden name?") and an Answer\* field.
- 5. Verification**: An image with the text "SECURITY" and a signature, with an Image Text\* field below it.

At the bottom of the form are "Finish" and "Cancel" buttons.

Figure 2

Each time you access your anti-spam account; all current quarantined messages will be displayed and allow the following actions for each.

Administer your anti-spam account by choosing one of three options for each quarantined email; **Delete**, **Deliver**, or **Deliver & Approve Sender** figure 3 below.

**Note:** Choosing the **Deliver & Approve Sender** option, this sender is added to your personal “Approved Senders” list aka “White List” and all future emails from this sender will bypass Trend Micro’s anti-spam quarantine filters and be delivered to your inbox.

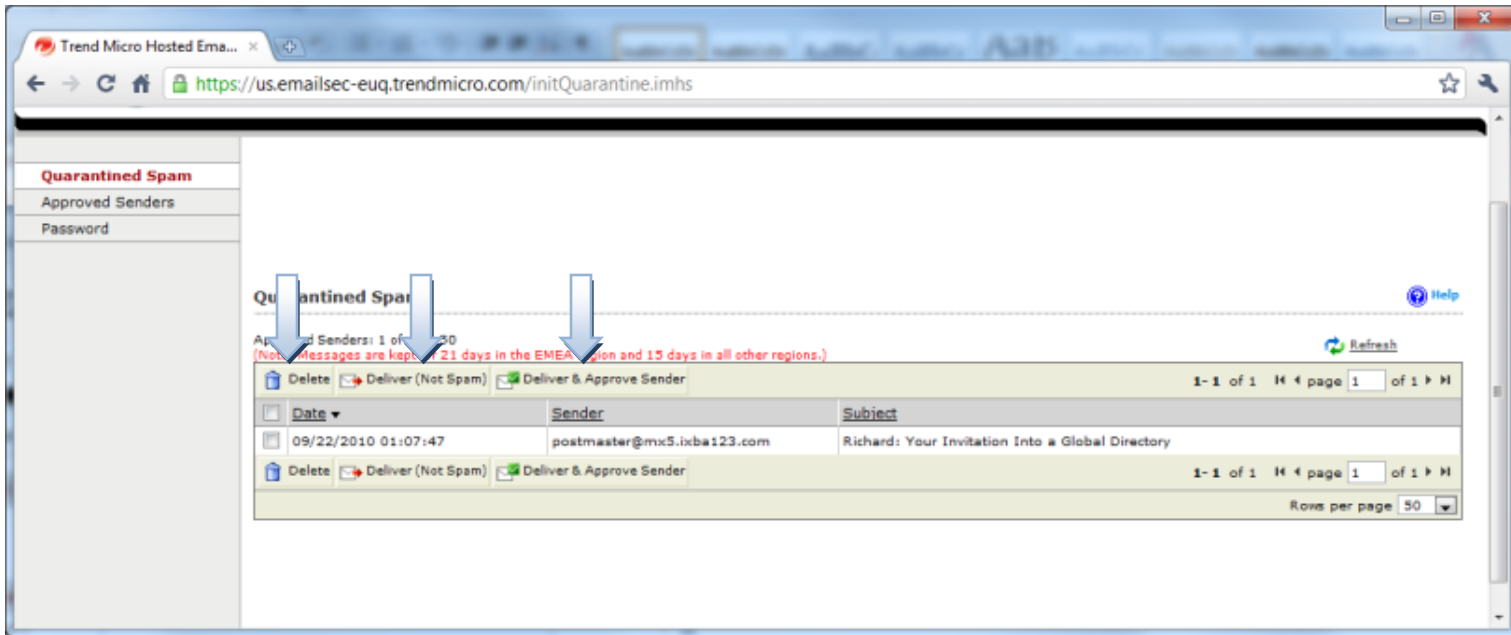


Figure 3

#### PRE-EMPTING EMAIL FROM BEING QUARANTINED

Prevent possible delays of email by creating a personal list of approved senders.

1. Click on “Approved Senders” shown figure 3
2. Enter a single address or domain in the Add field.
  - For a single address, type: name@example.com
  - For a domain, type: \*@example.com

#### CHANGING ACCOUNT PASSWORD

1. Click “Change Password” shown figure 4
2. Enter the current, and soon to be “Old” password
3. Enter the new password to use at next login
4. Enter the new password again to confirm
5. Click Save

Quarantined Spam	<b>Change Password</b> <a href="#">Help</a>
Approved Senders	Old password*: <input type="text"/>
<b>Password</b>	New password*: <input type="text"/>
	Confirm password*: <input type="text"/>
	Note - Passwords must be between 8-32 alphanumeric characters.
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Figure 4