

User Guide: IMSA's SPAM Protection System

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User's Guide

Receiving Notifications

Twice a week IMSA community members will receive email notifications concerning the SPAM email that has been sent to their IMSA account, but **HELD** for delivery. The email will come from donotreply@imsa.edu, this is an unmonitored account so **DO NOT REPLY** to these emails. If you have questions please contact the IT HelpDesk Team via email (helpdesk@imsa.edu) or via phone at 630-907-5995 (just 5995 on campus). An example of this notification is below.

The message(s) below have been blocked by your administrator as suspected spam.

There are 2 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 15 day(s).

To see all quarantined messages view [your email quarantine](#).

Quarantined Email			
	From	Subject	Date
Release	Anthony Stuckey <anthonystuckey@gma...	[SPAM] Fwd: British people are making ...	12 Nov 2021
Release	Anthony Stuckey <anthonystuckey@gma...	[SPAM] Fwd: Claim your \$50 Free Chip	12 Nov 2021

[View All Quarantined Messages\(2\)](#)

Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://esa2.imsa.edu:83/Search?h=0a9703764f48c547563aee17fb11797d&email=ralph%40imsa.technology>

Elements of the notification

1. A short paragraph concerning the contents of the notification. In the example above the paragraph states the number of "NEW" messages since your last notification, 2 for this example.
2. A link "your email quarantine" to see all of the emails messages quarantined or held
3. A table showing information concerning the new messages

- a. A link "Release" to elect to release the email and allow it to be delivered to your inbox
- b. From, the email address the suspected SPAM email was sent from. Please note this email address could be forged. Do not rely on this information as the sole reason to release a suspected SPAM email.
- c. A link containing the subject of the email. Clicking on this link will allow you to see the contents of the email so you can make a better determination of whether or not to release the email.
- d. The date the email was sent to your IMSA email address

Releasing an email

Clarification, if you consider all of the held emails are SPAM, you don't have to do anything. The emails will automatically be removed within 15 days of their receipt. You can simply delete the notification email.

If you believe any email in the list to be legitimate you click the "Release" link and the email will be released to your inbox.

Looking more closely at an email

If you are unsure an email is SPAM, there are two ways you can take a more detailed look at the email to make a definitive determination.

1. Click on the "your email quarantine" link to view all emails currently held on the firewall.
2. Click on the subject link in the table to take a closer look at the content of a specific email.

An example of the screen you will see when selecting option two is below.

[<<Back to messages](#)

Message Details	
Select Action... ▾	Submit
From:	Anthony Stuckey <anthonystuckey@gmail.com>
Envelope Recipient:	ralph@imsa.technology
To:	ralph@imsa.technology
Subject:	[SPAM] Fwd: British people are making thousands a day from Bitcoin
Date:	12 Nov 2021 16:28 (GMT -06:00)
<p>Make! Money! Fast! ah the good old days of spamming.</p> <p>----- Forwarded message ----- From: Bitcoin_Advice <6CJPbVs7B5QkiObHrh@wamw0o6px6qk7p3z1vgb.tyjjms0cmeevcqt.cmjbsarovf1mi3xik7.co.com> > Date: Fri, Nov 12, 2021 at 3:26 PM Subject: British people are making thousands a day from Bitcoin To: <anthonystuckey@gmail.com></p> <p>*You could earn millions during your spare time, here's how!* Trouble seeing this message? View here <https://storage.googleapis.com/felix_draw/sanday.html#QBDREP5.aspx?ctBfGKcLVWHcxSPFcdcR9cKczMSHdfJtcbbb41></p> <p>If you no longer wish to receive these emails please. Unsubscribe here <https://storage.googleapis.com/felix_draw/sanday.html#QBDREP5.aspx?ctBfGKdLVWHcxSPFcdcR9cKczMSHdfJtcbbb41></p>	

At the top and bottom of this email window you will see a "Select Action" drop down and Submit button. Clicking on the down arrow/carrot will present you with your options. Your options are to Release or Delete the email. Select your option and click Submit.

2021-11 Email Notification of Change:

The end of November 2021, Information Technology Services (ITS) will be installing a new network Anti-SPAM appliance/device that protects the IMSA computing environment from disruption and intrusion from outside the IMSA

bubble. As with all Anti-SPAM appliances/devices, this one call an “Ironport”, an email SPAM filter is included. The previous Anti-SPAM appliance only tagged email as potential SPAM or Suspicious SPAM. The new Anti-SPAM appliance has new capabilities with new options to protect the IMSA community.

Based on community feedback over the years it has been decided to implement a hold but notify approach to SPAM emails. To clarify, once the new appliance is installed IMSA community members will receive notices from the appliance concerning the SPAM or Suspected SPAM sent to their individual IMSA accounts over the previous 3-5 days. Most people will receive two of these emails a week, on Monday and Thursday. The “Subject” of these emails will be “IMSA SPAM Protection System”.

Attached to this email and also available via the web site links below is a user’s guide to the options available to the IMSA community concerning receiving and managing SPAM emails.

- IT HelpDesk Web Page (<https://www.imsa.edu/discover-imsa/operations-and-support-services/it-helpdesk/>). Employee Portal Login Required.
- SCS Web Page (<https://sites.imsa.edu/scs>)