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.

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.

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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.
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.