

~ Anti-Spam Basic Information ~

1. The new Symantec anti-spam system monitors email to and from the Internet. Internal BSD email is not monitored.
2. Suspicious email is automatically moved to the user's Quarantine area so it never reaches their Outlook inbox and the user's Outlook quota isn't impacted. For convenience, users can log onto their Quarantine area with their BSD network login and password to manage their own Quarantine settings.
3. Spam stays in Quarantine until the employee determines whether the spam is mismarked or is accurately marked. The user can release any mismarked spam, which causes the email to go directly into their Outlook inbox. If the spam is accurately identified as spam, the user can delete each spam mail individually or all at once. If the user does nothing, the spam is deleted automatically after sitting in Quarantine for 14 days.
4. Users will receive a daily email notification if they've got new spam in Quarantine.
5. Quarantine notifications contain a *View* link and a *Release* link.
 - a. The *View* link will allow users to see the message; however, images will be represented by grey rectangles and attachments will be listed but not accessible.
 - b. The *Release* link can be used to move any legitimate mail to their Outlook inbox.
6. Additional Quarantine functions:
 - a. **Allowed/Blocked Senders:** Users can create their own *Allowed Senders* list or *Blocked Senders* list in order to improve the efficiency of spam filters. These individually created allowed/blocked senders lists trump any global lists created by BSD email administrators.
 - b. **Language Settings:** By default, our anti-spam system will accept email in any language. Individuals, however, can specify their own language settings.