



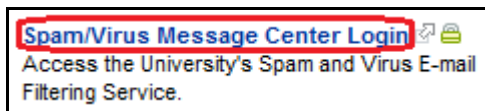
Using Advanced Features of the University's Spam and Virus Email Filtering Service

Overview

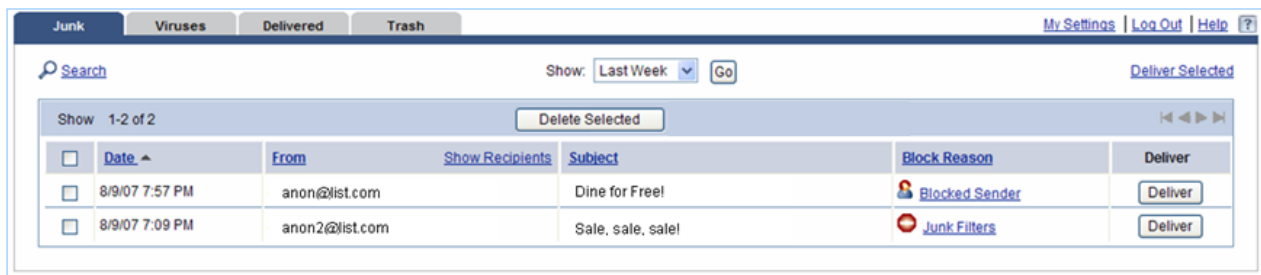
The University of Pittsburgh's junk and virus email filtering service is designed to protect University students, faculty, and staff against email viruses and reduce the volume of unwanted email ("spam") delivered to University Computer Accounts. You can access the Message Center through the My Pitt (my.pitt.edu) Web portal. This document explains some of the advanced features that are available with this service.

Access your Message Center through the My Pitt (my.pitt.edu) Web Portal

1. Open a Web browser to my.pitt.edu. Log in with your University Computing Account username and password.
2. Click the **Spam/Virus Message Center Login** link on the right side of your home page. Your **Message Center** will open in a separate browser window.



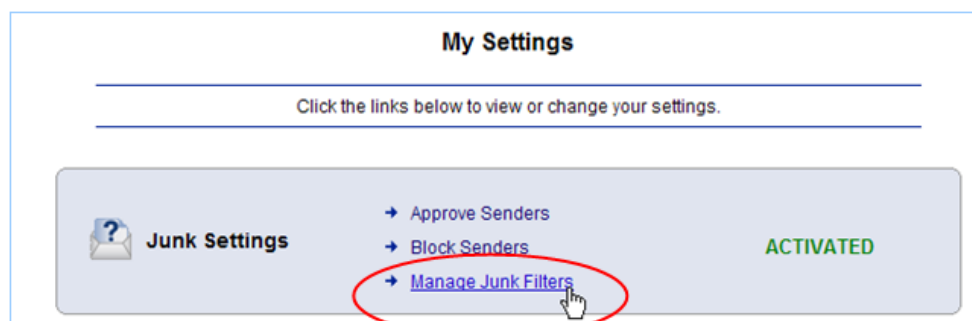
3. Your **Message Center** will open in a separate browser window. The Junk quarantine folder will display by default



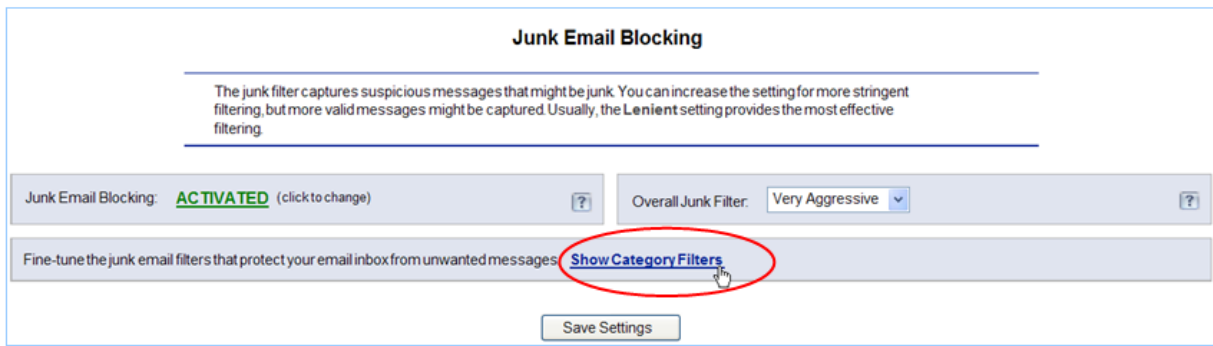
Manage Junk Settings

You can use the Message Center to customize how aggressively the service filters your email.

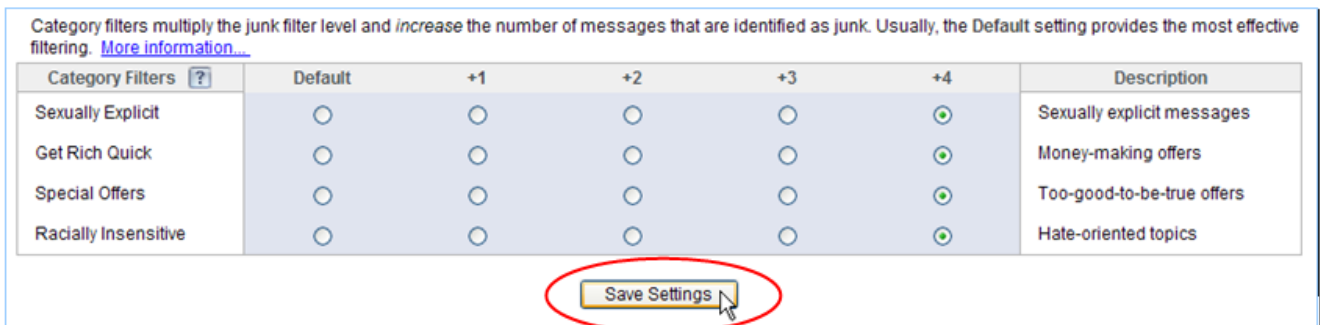
1. Click the **My Settings** link at the top of the **Message Center** window.
2. Next to the **Junk Settings** heading, click the **Manage Junk Filters** link.



- Select how aggressively or leniently you would like your email to be filtered overall by selecting an option from the **Overall Junk Filter** drop-down menu. To adjust filters by category, click the **Show Category Filters** link.



- To adjust a filter by category, click one of the buttons for that category. The higher the number you select, the more aggressively this category of mail junk mail will be filtered.



Note: Increasing a category filter level is more likely to quarantine valid messages than raising the overall junk email filter. It is recommended after increasing any filter level that you visit your Message Center regularly over the next few days to verify no valid messages are quarantined.

- Click the **Save Settings** button when you have finished adjusting your settings.

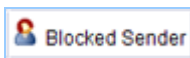
Quarantined Message Analysis

Block Reasons

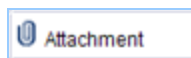
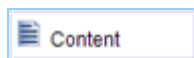
For each message in your **Junk** quarantine, an icon in the **Block Reason** column indicates why it is being blocked. Block reasons are as follows:



Message contains junk-like content



Sender's email address is contained within the Blocked Senders list



Note: Explanations for content and attachment block reasons will not display.

Customize Message Center Settings

Create Approved and Blocked Senders Lists

Another way to customize your junk and virus filtering is through the **Approved** and **Blocked Senders** lists. The **Approved Senders** list allows you to designate individuals or mailing lists that will always bypass the filtering service. Mail sent from addresses on the **Approved Senders** list will automatically be delivered to your Inbox. By adding friends, family, and associates to the **Approved Senders** list, you can ensure that mail from these individuals will not be quarantined. The **Blocked Senders** list allows you to designate individual or domain addresses that will always be blocked, regardless of content.

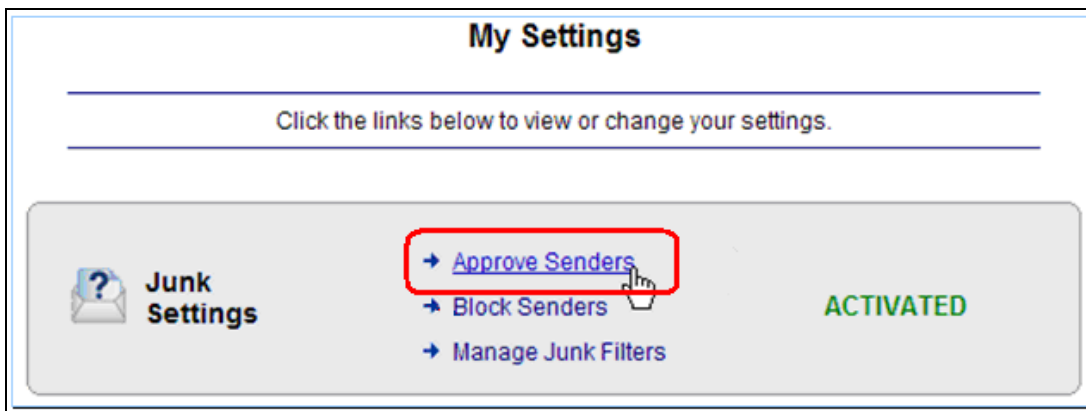
Note: You should avoid placing domains (for example, “pitt.edu” or “department.pitt.edu”) on an **Approved Senders** list. If a spam message is sent from an email address that is within a domain you have approved, it will not be processed by the University’s spam filtering service.

You may add addresses to an approved list by completing the following steps:

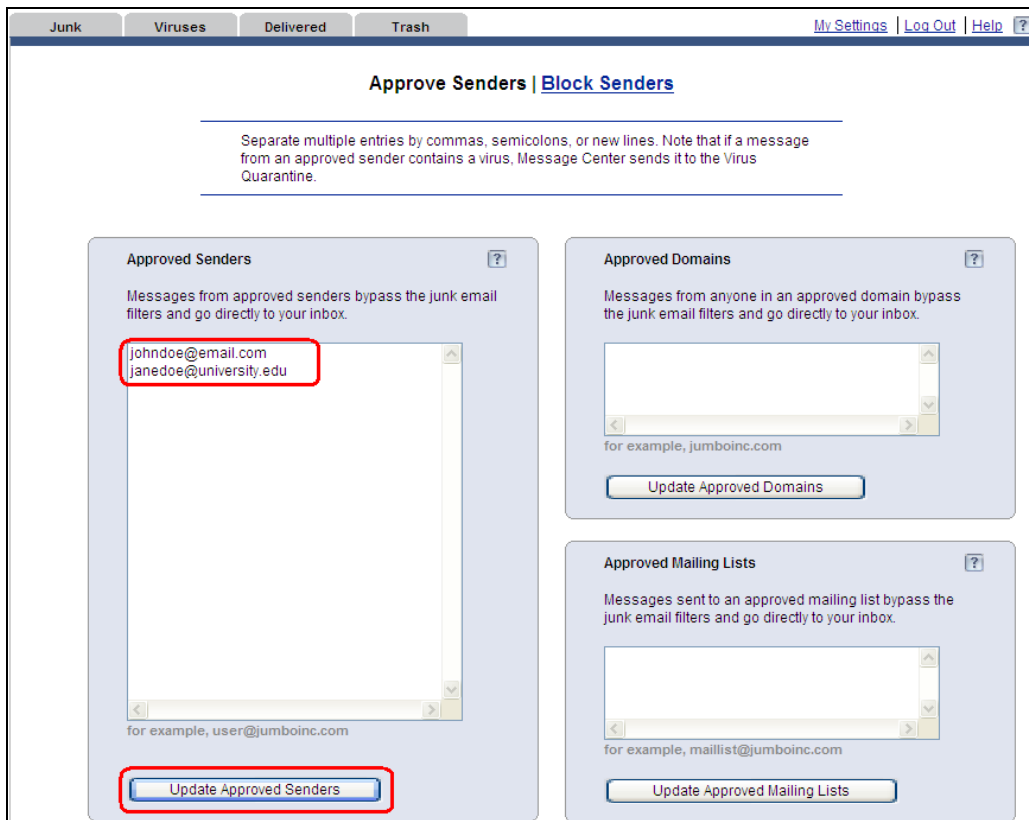
1. From the Message Center main window, click the **My Settings** link.



2. Click the **Approve Senders** link.



- For new entries, click within the applicable text box and type the address. Separate multiple entries by commas, semicolons, or new lines.



- Click the appropriate **Update** button. The names you have entered will display.

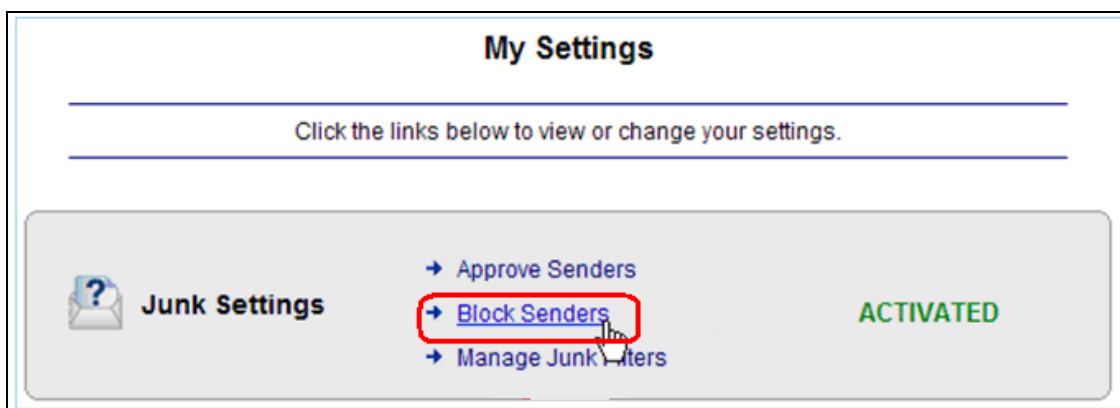
Note: To remove entries, highlight the text and delete it, then click the **Update** button.

To add a domain or address to a blocked senders list:

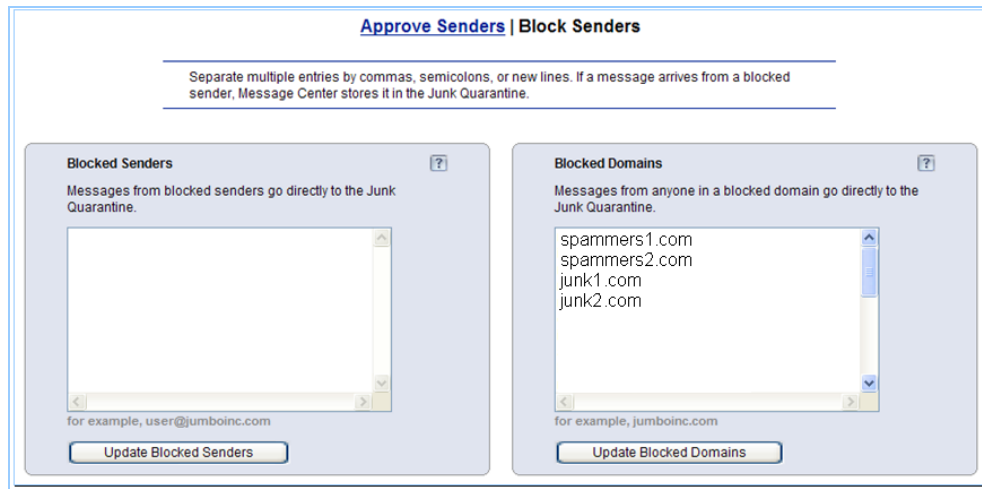
- From the Message Center main window, click the **My Settings** link.



- Click the **Block Senders** link.



- For new entries, click within the applicable text box and type the email address or domain name. Separate multiple entries by commas, semicolons, or new lines.



- Click the **Update Block Senders** or the **Update Blocked Domains** button for desired list. The names you have entered will display.

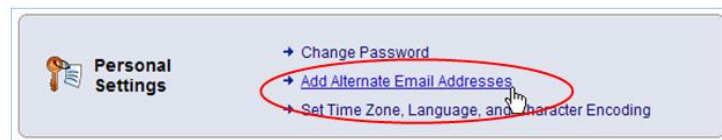
Note: To remove entries, highlight the text and delete it, then click the **Update** button.

Add Alternate Addresses

If you have more than one email address in the IMAP service (for example, if you have multiple sponsored accounts, or if you have multiple email addresses through Enterprise Exchange or a departmental Exchange Server), you will need to add these to your Message Center as alternate addresses so that any email that is sent to them will also be filtered.

To add alternate addresses:

- Click on the **My Settings** link in the upper right-hand corner of the Message Center main window. Next, click the **Add Alternate Email Addresses** link within the **Personal Settings** group.



Note: The Change Password option in the screen image above is not currently available.

8. Type the email address into the **New Alias** text box, and click the **Add Alias** button.

Manage Email Aliases

You can associate alternate email addresses (aliases) with your primary account:
You can add only aliases that end with the same domain as your primary address: [pitt.edu](#)

New Alias: **Add Alias**
for example, myalias@jumboinc.com

Current Aliases

9. Once you have submitted the new address, you will receive an email to confirm that you are the legitimate owner of the address. Follow the instructions in the email to confirm the address. You may submit as many alternate addresses as you own. To delete an existing alias, select the address from the Current Aliases list and click the **Delete Selected** button.

Get Help

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at **technology.pitt.edu**.