



Getting Started with the University's Spam and Virus Email Filtering Service

Overview

The University of Pittsburgh's spam and virus email filtering service is designed to protect University students, faculty, and staff against email viruses and reduce the volume of unwanted junk email ("spam") delivered to University Computing Accounts.

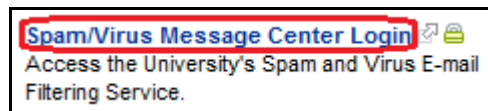
Spam and virus filtering are automatically activated for all University email addresses. The spam and virus email filtering service features a personal Message Center in which you can safely view and manage potential spam and virus-infected email. The service works by scanning all incoming messages addressed to your University email account (*username@pitt.edu*). Legitimate messages are delivered to your email inbox. Messages identified as junk or containing viruses are re-directed to your Message Center and quarantined in separate folders. An email notification is sent advising you of quarantined spam messages. You can adjust your spam filtering settings through your Message Center.

Note: The service only filters email addressed to your University Computer Account email address (*username@pitt.edu*.) If you are a faculty or staff member and your department has signed up for the departmental filtering service or uses Enterprise Exchange, the email sent to your departmental email address will also be filtered. The service will not filter email sent to other accounts you may have, such as personal email accounts outside the University.

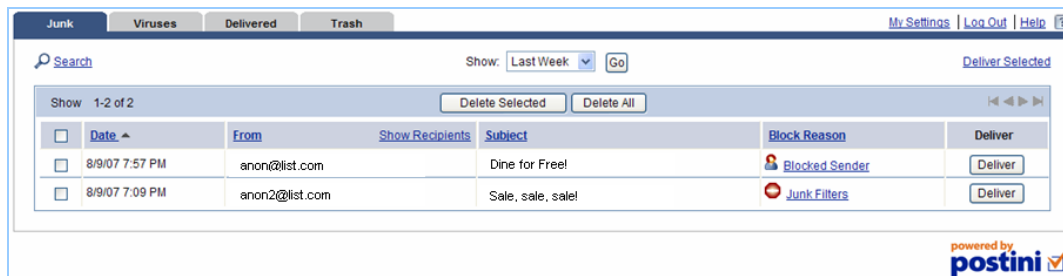
You can access the Message Center through the My Pitt (my.pitt.edu) Web portal. This document explains how to access the filtering service and manage quarantined mail in your Message Center. Please refer to the help sheet titled *Using Advanced Features of the University's Spam and Virus Filtering Service* for more information.

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. The **Junk** quarantine folder will display by default.



Manage Message Center Settings

Adjust Junk Quarantine Settings

Spam and virus filtering are automatically activated for all University email addresses. You can adjust your spam filtering settings through your Message Center.

1. Click the **My Settings** link at the top of the **Message Center** window.



2. Click the **Manage Junk Filters** link next to the **Junk Settings** heading.



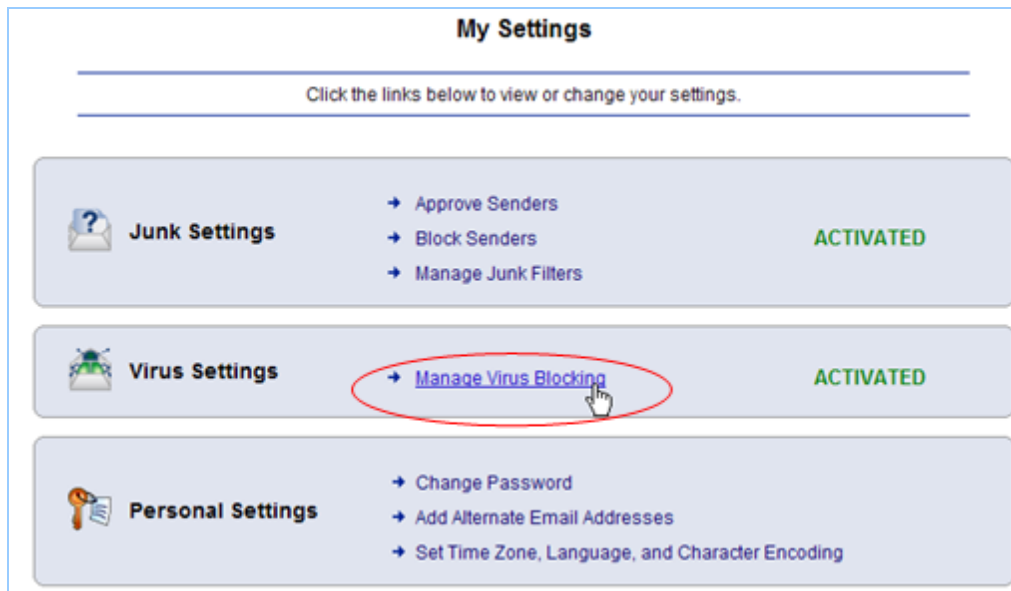
3. To customize your level of protection, select an option from the **Overall Junk Filter** drop-down menu. You can also customize filtering for specific categories of junk mail by clicking the **Show Categories** link. CSSD recommends that all users update their junk filter settings to the level that best suits their needs.



4. Click the **Save Settings** button to apply your changes.

Virus Quarantine Settings

Messages suspected of containing viruses are automatically quarantined in the Virus quarantine folder of your Message Center. To view the virus protection settings, click the **My Settings** link near the top of the Message Center main window, and then click the **Manage Virus Blocking** link. Because of the potential damage a virus can cause, virus filtering settings are pre-set by default and cannot be deactivated. Notifications are not sent for quarantined viruses.



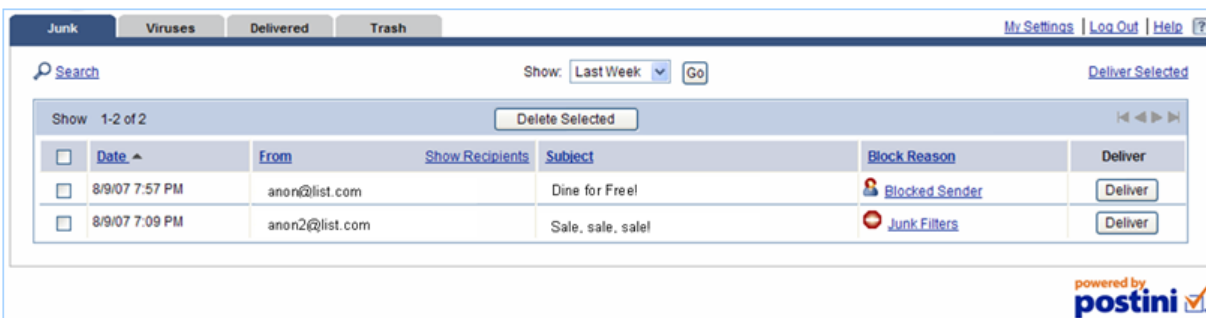
Using the Message Center

You can safely view quarantined email from the Message Center. You can also manually delete messages or deliver selected messages to your email inbox.

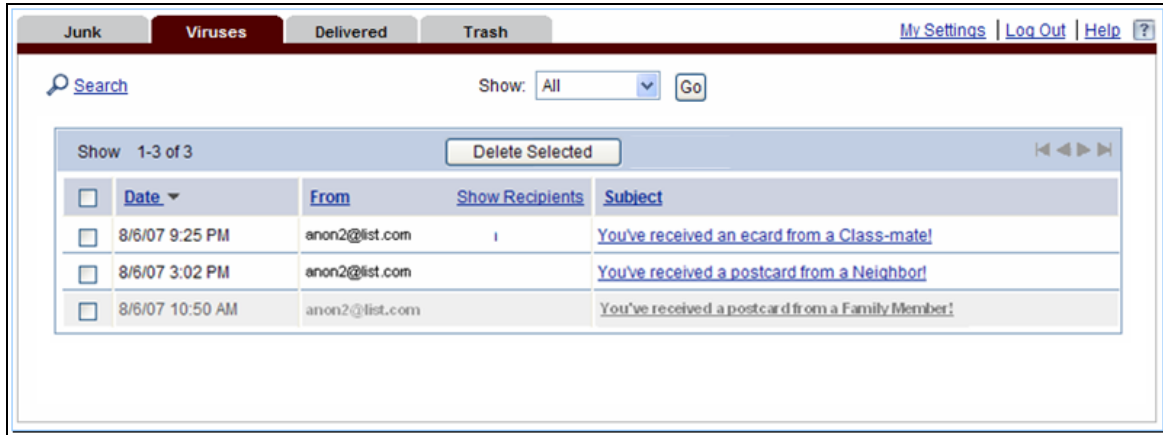
Note: Quarantined messages will automatically be deleted from your Message Center after 28 days.

Junk and Virus Quarantine Folders

The **Junk** quarantine folder displays by default when you log in to your Message Center. It lists email messages suspected of being junk along with the reason they were blocked.

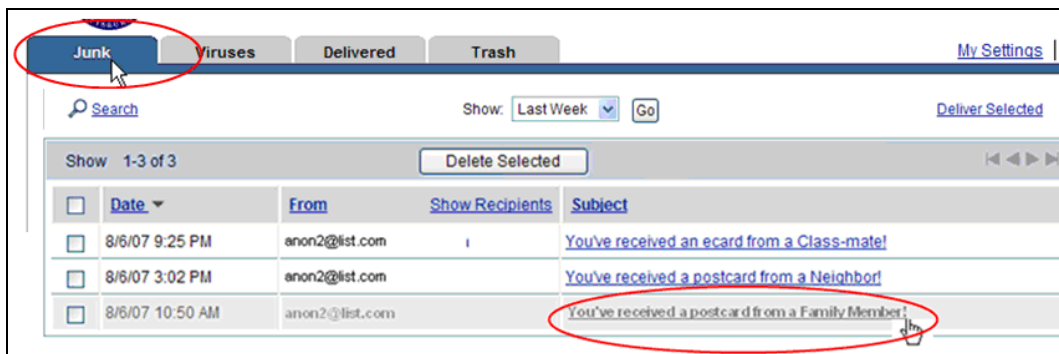


The **Viruses** quarantine folder lists virus-infected email messages.



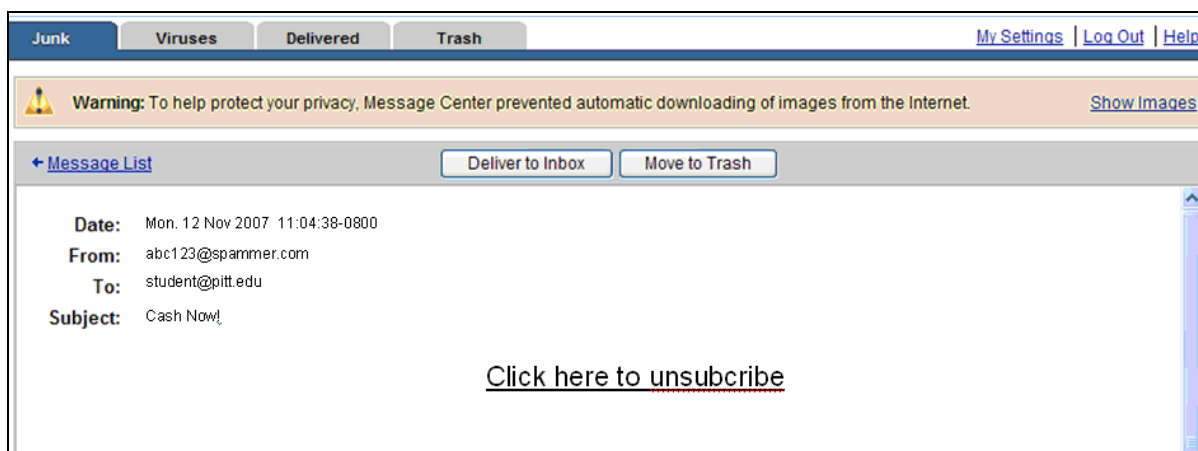
View Junk Message Content

You can safely view quarantined junk message content within the Message Center by clicking on the **Junk** tab and then the **Subject** of a message.

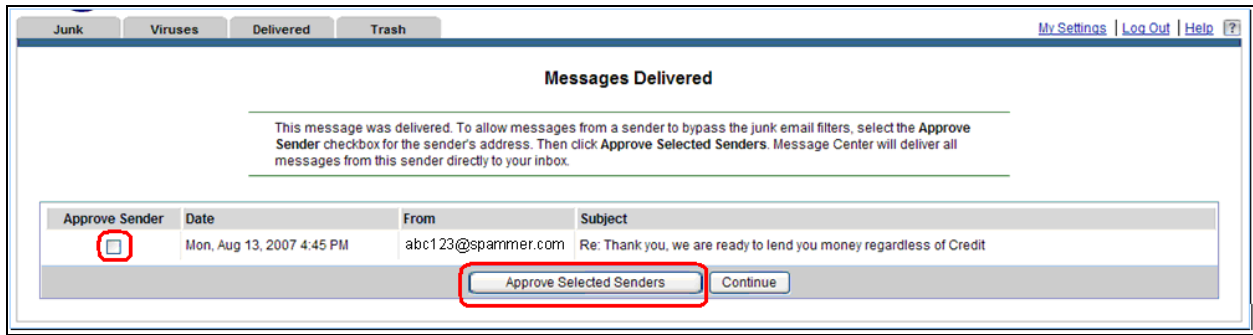


You can choose the **Move to Trash** option or the **Deliver to Inbox** option. If you click **Deliver to Inbox**, a message confirming delivery will display and a copy of the message will be placed in your **Delivered** folder. You will also be prompted to add the sender to your **Approved Senders List**.

Note: Image and attachment downloads are automatically disabled. You can view them by clicking the **Show Images** link.

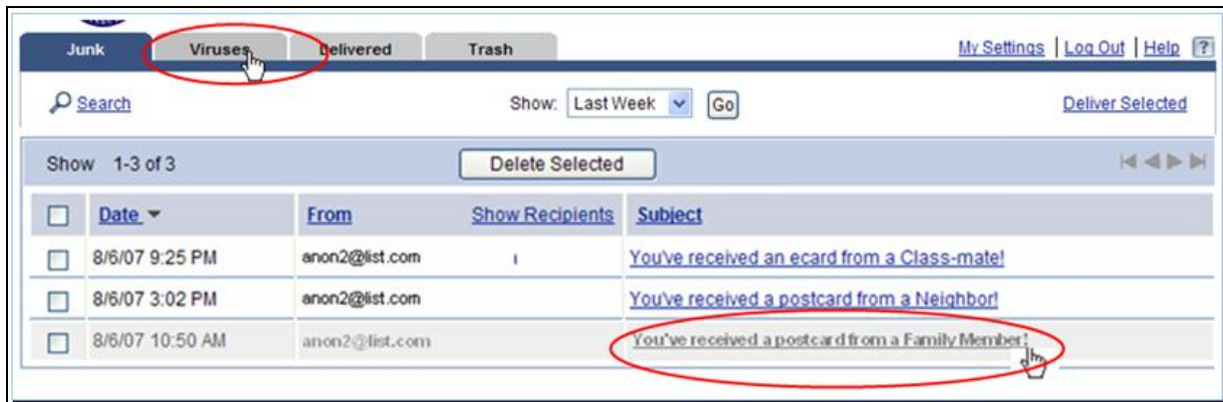


If you wish to add the sender to your list of approved senders, check the **Approve Sender** box, and then click the **Approve Selected Senders** button.

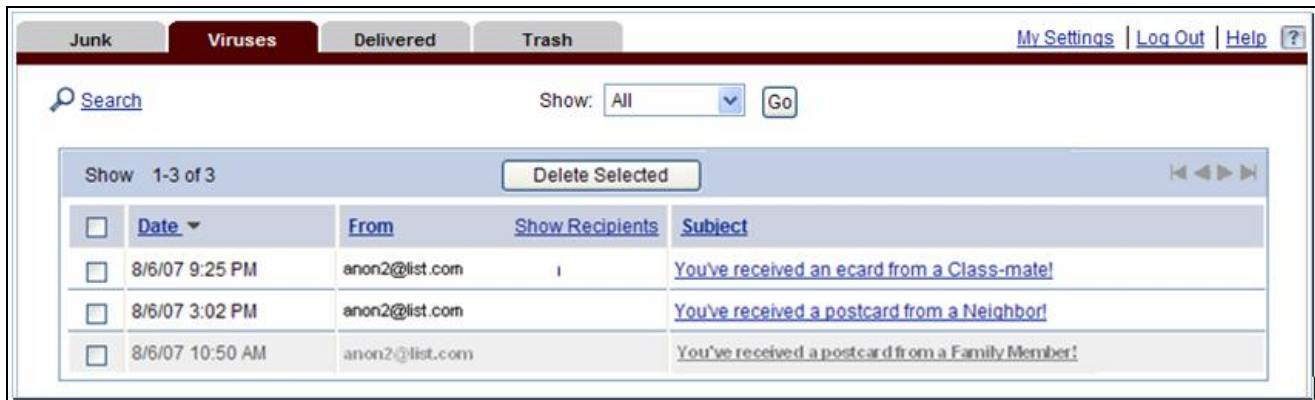


View Virus-Infected Message Content

You can safely view the content of virus-infected messages from within the Message Center without fear of transmitting the virus to your computer by clicking on the **Viruses** tab and the **Subject** of the message.



Messages unable to be disinfected will appear with the **Delete Selected** option **ONLY**. Select the checkbox and click the **Delete Selected** button to completely remove the message and return to the quarantine folder view.



Delete Quarantined Mail

Quarantined messages will automatically be deleted from your Message Center after 28 days. You can also manually delete quarantined messages without viewing their contents. A copy of deleted messages will be placed in the **Trash** folder. To remove individual messages, select the checkbox next to each message, or click the checkbox at the top of the column to select all the messages that are currently displayed. Then, click the **Delete Selected** button.



Deliver Legitimate Quarantined Mail

If a legitimate email message was mistakenly identified as junk, you can deliver it to your inbox by checking the box to the left of the message and clicking the **Deliver Selected** link. A copy of the message will be placed in the **Delivered** folder, and you will be prompted to confirm the approved sender's email address. If you wish to add the sender to your list of approved senders, check the **Approve** box, and click **Continue**.

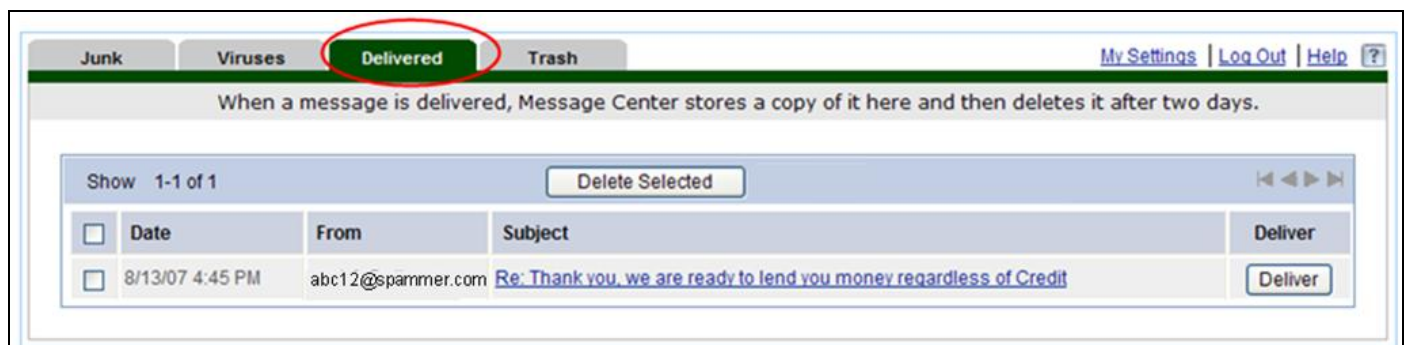
Note: If you are uncertain whether quarantined junk email is legitimate, click the message subject to view its contents.



Delivered and Trash Folders

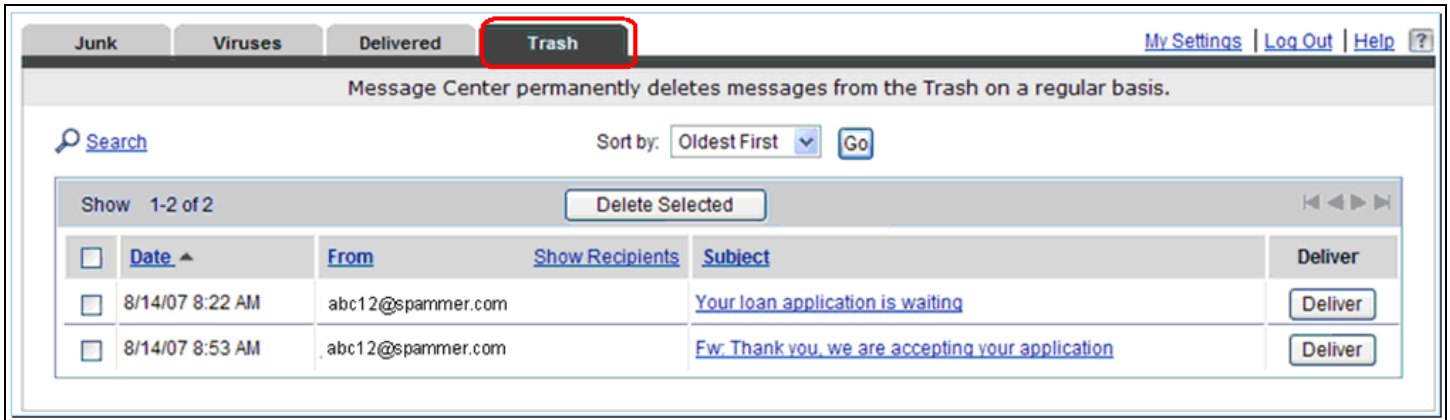
Copies of messages that you have deleted or delivered are placed in separate folders called **Delivered** and **Trash**.

1. To view the contents of the **Delivered** folder, click the **Delivered** tab. Messages are permanently deleted from this folder two days after delivery.



- To view the contents of the **Trash** folder, click the **Trash** tab. Messages are automatically deleted from this folder on an ongoing basis.

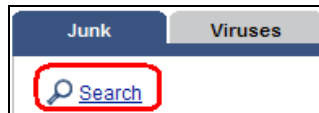
Note: Once messages are deleted from the **Trash** folder, they cannot be recovered.



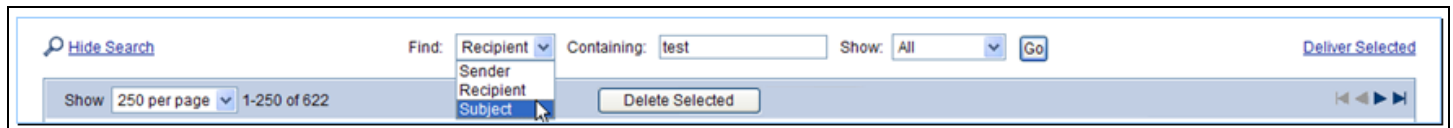
Search and Sort Options

You can use the search option to quickly locate a message in your Junk, Virus, or Trash folder. You can search for specific text within a message, or you can search for the address of a sender/recipient.

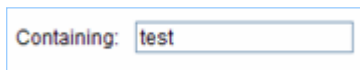
- Click the **Search** link in the upper-left corner of the Quarantine folder.



- Select your search criteria from the **Find** list at the top of the Quarantine folder.




- Type your search text in the **Containing** field.



- From the **Show** drop-down list, choose a timeframe for your search results.

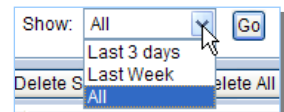
- Click the **Go** button.

- To list all of your messages again, leave the **Containing** field blank and click **Go**, or click the  link to restore the **Show** option.

Quarantine Message View Options

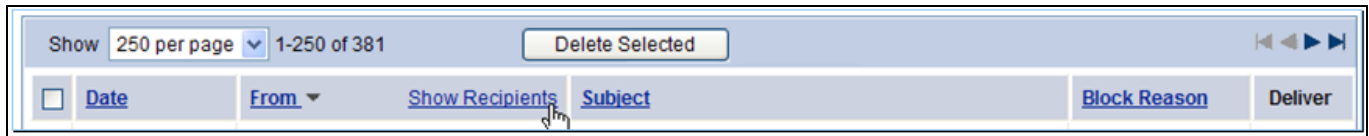
Message view options can be used to tailor how messages are displayed.

- Click the **Show** option at the top of the folder to view messages only from the previous week or the previous three days.



[Show Recipients](#)

- You can click the [Show Recipients](#) option in the **From** column to view the address to which each quarantined message was sent. This can be useful in showing what addresses senders are using to send you unwanted email.



- The order in which messages are sorted can be changed by clicking the column titles, such as **Date**, **From**, and **Subject**. To sort by recipient, click the **Show Recipients** link and then click the **To** field.

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.