



Sample End User Guide

Junkmail: End User Quarantine

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Prepared by:
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Logging In to End User Quarantine or Junkmail

Logon to <https://junkmail.wa.lcl:83>



IRONPORT Spam Quarantine Options Help

Enter your login information below. If you are unsure what to enter, please contact your administrator.

Login

Username:

Password:

Login

Logon using your email address and current active directory (AD) password

Username: joele@dis.wa.gov

Password: [Current AD Password]



IRONPORT Spam Quarantine

Enter your login information below. If you are unsure what to enter, please contact your administrator.

Login

Username:

Password:

Login

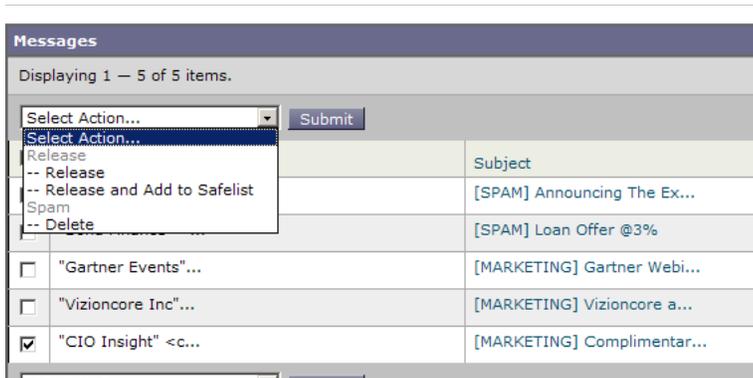
Click



Safelist

Once logged on, there are 2 ways you can ensure an email to bypass the End User Quarantine or EUQ using "safelisting".

- 1) Check the box next to the email you wish to be safelisted
Use the drop down under the Select Action and Select – Release and Add to Safelist

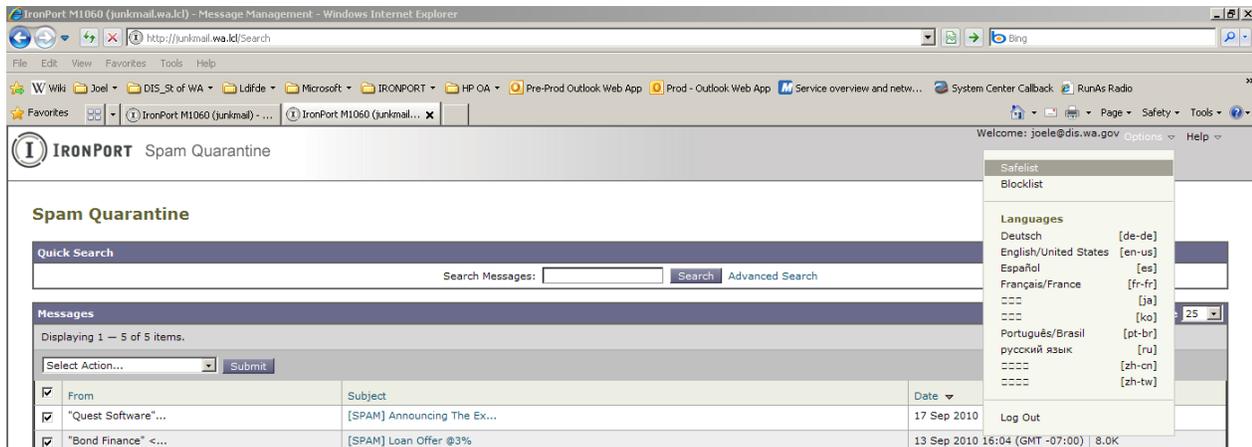


Click

Submit

The email will then be added to your safelist, and sent off for delivery.

- 2) Mouse over the Options in the upper right hand corner and Click on Safelist



Email addresses or domains added to this list will not be identified as Spam.

SafeList

The following formats can be used:
user@domain.com
server.domain.com
domain.com

0 items in list

[View Spam Quarantine](#)

Type the email address you wish to safelist into the available field and click

Success — The sender temp@dis.wa.gov has been added to the safelist.

Email addresses or domains added to this list will not be identified as Spam.

SafeList

The following formats can be used:
user@domain.com
server.domain.com
domain.com

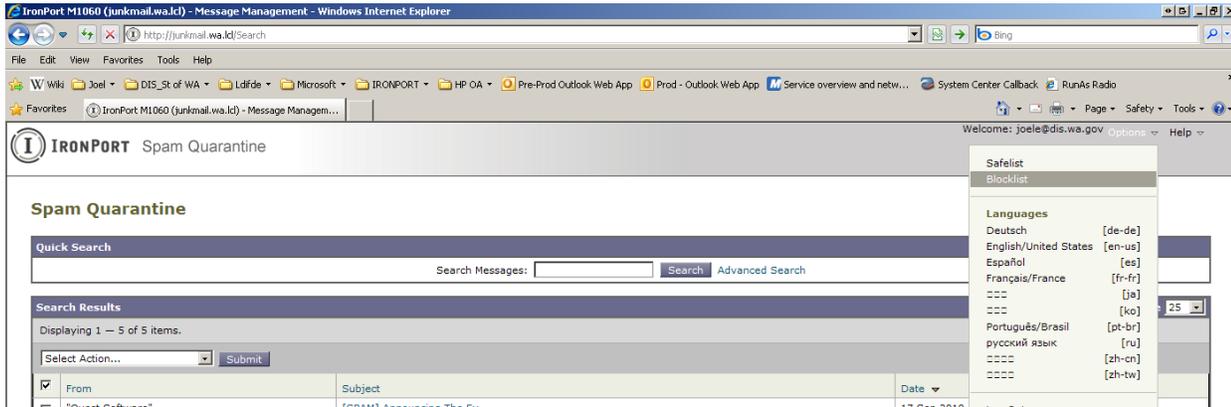
1 items in list

temp@dis.wa.gov	<input type="button" value="Remove"/>
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[View Spam Quarantine](#)

Blocklist

Mouse over the Options in the upper right hand corner and Click on blocklist



Email addresses or domains added to this list will always be identified as Spam.



Type the email address you wish to blocklist into the available field and click



Success — The sender temp1@dis.wa.gov has been added to the blocklist.

Email addresses or domains added to this list will always be identified as Spam.



Frequently Asked Questions

What do I do if I'm not receiving email that I received prior to the change?

If you're expecting email that has not appeared in your Outlook Inbox, visit <http://junkmail.wa.lcl>. After you successfully logon to the site, you're able to view your quarantined mail and release any legitimate emails to your Inbox, by selecting the "**Release and Add to Safelist**" option. Doing this will enable future emails from this source to go directly to your Inbox.

If the message is not present please contact Servicedesk@cts.wa.gov.

What do I do if I no longer wish to receive emails from a sender?

If the message you are receiving is a newsletter or something you have signed up for please notify the service you wish to no longer receive the emails. If the email cannot be stopped through a service you may also blocklist the email permanently through <http://junkmail.wa.lcl>

Do I need to delete messages from junkmail?

Emails in your junkmail quarantine will delete themselves in 14 days.

How many addresses can I Safelist/Blocklist?

In combination up to 50 addresses can be added to the safelist/blocklist. If you get notification you have exceeded the 50 addresses allotted please contact Servicedesk@cts.wa.gov.