



Sample End User Guide version 2 Junkmail: End User Quarantine

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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:

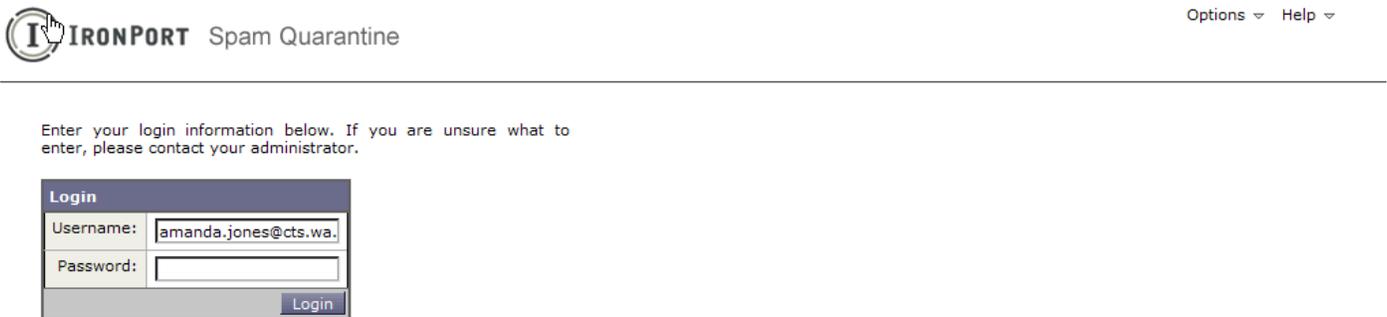
Password:

Login

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

Username: amanda.jones@cts.wa.gov

Password: [Current AD Password]



IRONPORT Spam Quarantine Options Help

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

Login

Username: amanda.jones@cts.wa.

Password:

Login

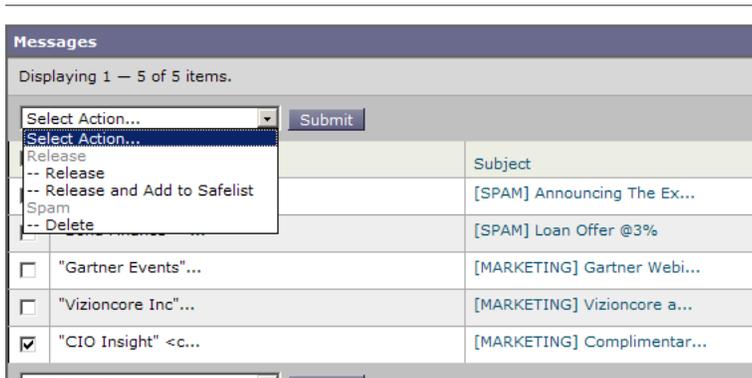
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Click 

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

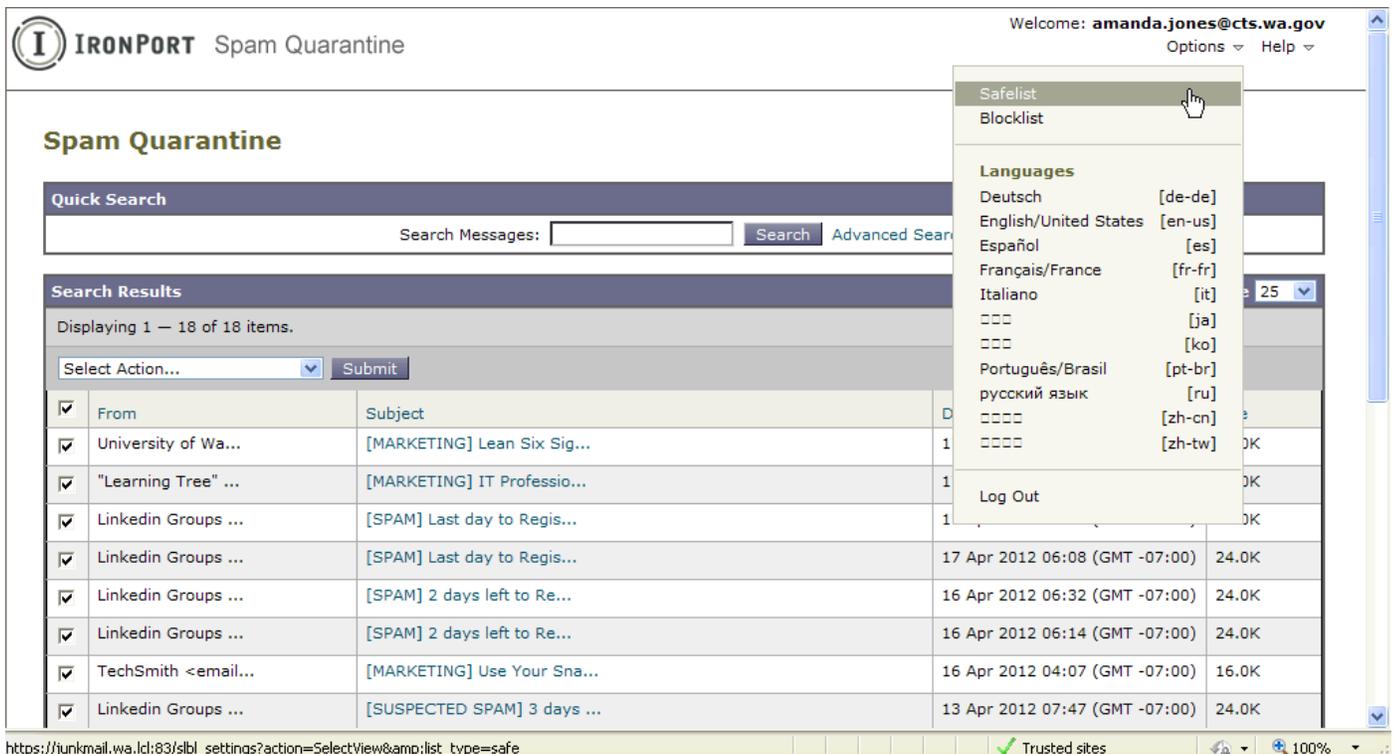


Click



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

0 items in list

--

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

[View Spam Quarantine](#)

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



Welcome: **amanda.jones@cts.wa.gov**
[Options](#) ▾ [Help](#) ▾

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

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

SafeList

1 item in list

temp@cts.wa.gov	<input type="button" value=""/>
------------------------	---------------------------------

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

[View Spam Quarantine](#)

Blocklist

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

Welcome: **amanda.jones@cts.wa.gov**
Options ▾ Help ▾

Safelist
Blocklist

Languages
Deutsch [de-de]
English/United States [en-us]
Español [es]
Français/France [fr-fr]
Italiano [it]
□□□ [ja]
□□□ [ko]
Português/Brasil [pt-br]
русский язык [ru]
□□□□ [zh-cn]
□□□□ [zh-tw]

Log Out

Spam Quarantine

Quick Search
Search Messages: Search Advanced Search

Search Results
Displaying 1 — 18 of 18 items.

Select Action... Submit

<input checked="" type="checkbox"/>	From	Subject	Date	Size
<input checked="" type="checkbox"/>	University of Wa...	[MARKETING] Lean Six Sig...	17 Apr 2012 06:08 (GMT -07:00)	24.0K
<input checked="" type="checkbox"/>	"Learning Tree" ...	[MARKETING] IT Professio...	16 Apr 2012 06:32 (GMT -07:00)	24.0K
<input checked="" type="checkbox"/>	LinkedIn Groups ...	[SPAM] Last day to Regis...	16 Apr 2012 06:14 (GMT -07:00)	24.0K
<input checked="" type="checkbox"/>	LinkedIn Groups ...	[SPAM] Last day to Regis...	16 Apr 2012 06:14 (GMT -07:00)	24.0K
<input checked="" type="checkbox"/>	LinkedIn Groups ...	[SPAM] 2 days left to Re...	16 Apr 2012 06:14 (GMT -07:00)	24.0K
<input checked="" type="checkbox"/>	LinkedIn Groups ...	[SPAM] 2 days left to Re...	16 Apr 2012 06:14 (GMT -07:00)	24.0K
<input checked="" type="checkbox"/>	TechSmith <email...>	[MARKETING] Use Your Sna...	16 Apr 2012 04:07 (GMT -07:00)	16.0K
<input checked="" type="checkbox"/>	LinkedIn Groups ...	[SUSPECTED SPAM] 3 days ...	13 Apr 2012 07:47 (GMT -07:00)	24.0K

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

Blocklist

Add to List

0 items in list

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

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

Add to List

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

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



The screenshot shows a 'Blocklist' window with a search field and an 'Add to List' button. Below the search field, it says '1 item in list' and lists 'temp1@cts.wa.gov' with a trash icon. To the right of the screenshot, text reads: 'The following formats can be used: user@domain.com, server.domain.com, domain.com'.

[View Spam Quarantine](#)

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.