The IT Geek's
"Tip of the Week"

ACCESSING QUARANTINED EMAIL MESSAGES
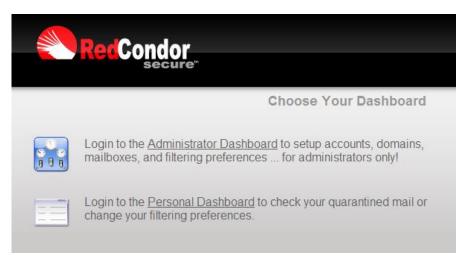Friday, August 14, 2009

The instructions below demonstrate how to access your personal settings and quarantined email in the new Red Condor spam filter. You may also access this appliance by clicking on links in the "Spam Digest" that you receive from sender Daily Digest. Because of the subject matter of some spam messages, you may find that your Spam Digest has been diverted to your Junk-Email folder in Outlook.

Red Condor's appliance promises to be more accurate than our former spam solution and it will significantly reduce annual maintenance costs associated with spam filtering. In addition, it provides an online failover service in the event that the appliance fails. Our trial period for testing this appliance is timed to permit us to make a decision regarding Red Condor prior to the expiration of the maintenance contract on our old institutional spam filter. We encourage your feedback regarding the new appliance via helpdesk@csum.edu by calling 707-654-1048.
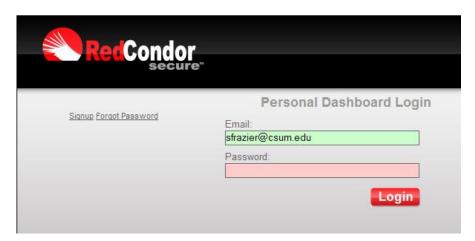
Simple Steps for Reviewing Quarantined Messages

You can access your quarantined email and personal settings from anywhere in the world using a web browser.

1. Go to https://cma.redcondor.net

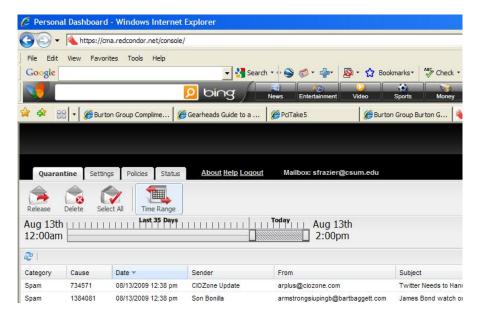2. Click on the second option to login to the Personal Dashboard.

3. Enter your fully qualified email address (your-user-name@csum.edu). The text box field will change from red to green indicating when your email address has been correctly entered.

4. Enter your password (the one you use to logon to computers on campus). Regardless of at what point this field turns green, enter your complete password.

5. At this point, you should be logged into the appliance. If you have successfully logged on, go to step #6 below.

    If you entered your complete email address and password multiple times without success, close your web browser and locate one of the "Spam Digest" messages that you received from sender Daily Digest. These messages may be found in your Inbox or Junk-Email folder. Click on the "Personal Dashboard" link in the sentence that states "You can unsubscribe to this digest, change how often it is generated, or change filtering preferences at your Personal Dashboard."

6. To view quarantined email messages dating further back in time, click on the "Time Range" icon and then drag the slider toward the left to the desired setting. Use the scroll bar on the right to move backwards or forwards to view messages in the time range you have selected.

<u>Side Notes:</u>

When unjunking an email message, it could take up to fifteen minutes for it to appear in your Inbox unless you force Outlook to look for new messages by clicking the Send/Receive button:

If the message still does not appear in your Inbox, it may have been diverted to your Junk E-mail folder in Outlook… please check there also.

If you have any questions, please don't hesitate to contact the Help Desk at 707-654-1048 or helpdesk@csum.edu.