

Assistance and Service Center (ASC) Help Desk
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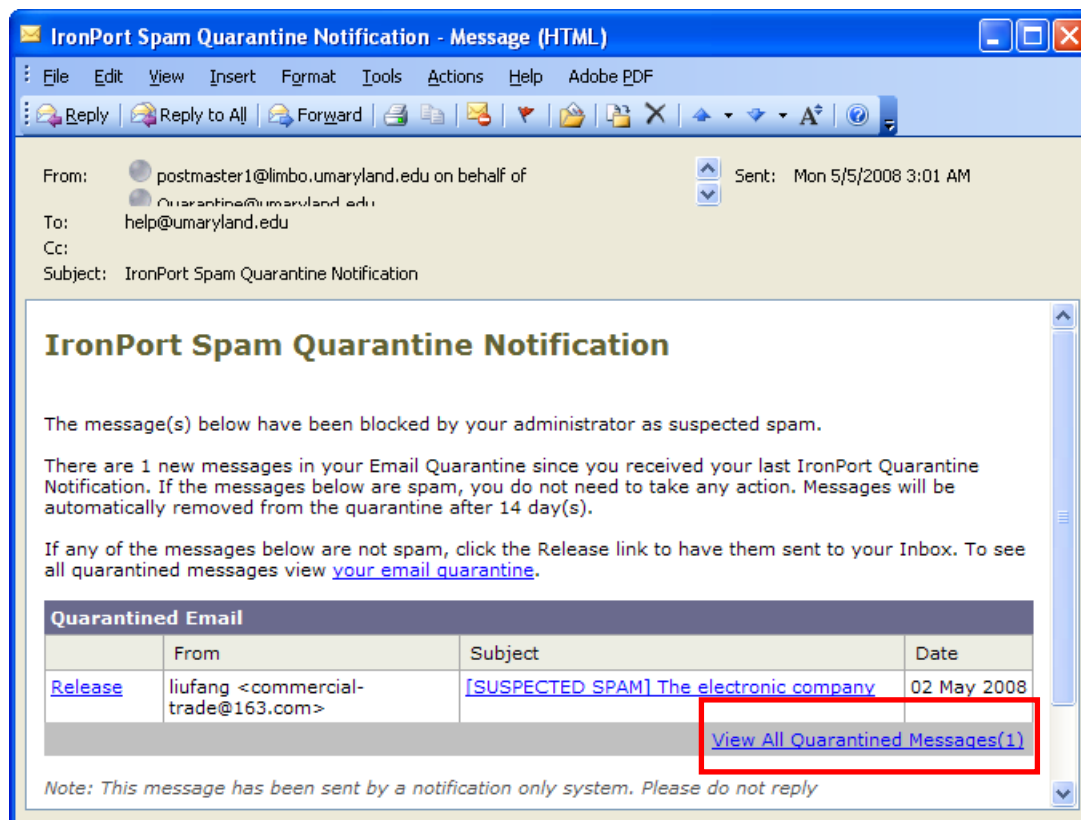
May 15, 2008

Adding Email Addresses to the Safelist

To prevent legitimate emails from being quarantined by the SPAM email filter, users can add email addresses or domains to their Safelist in IronPort. Users can manually add the email address to the Safelist or they can choose the option "Release and Add to Safelist" when a legitimate email message is quarantined.

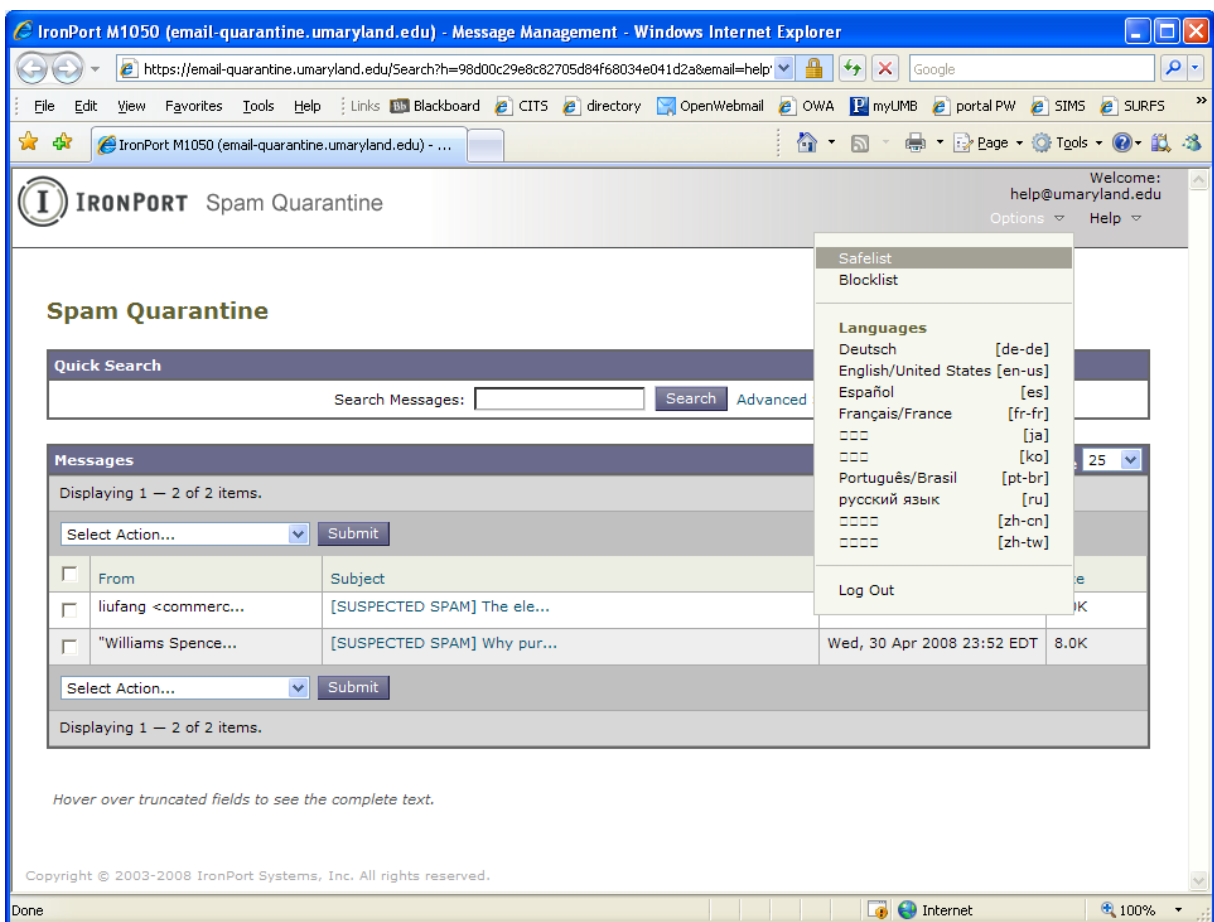
Emails from addresses or domains added to the Safelist will not be quarantined in the future. Users are allotted 300 entries to use in the IronPort Safelist or Blocklist.

1. Open your Spam Quarantine by clicking on the **View All Quarantined Messages** link in one of your IronPort Spam Quarantine Notification messages.



NOTE: If you are unable to use the weblink, copy the URL at the bottom of the email message and paste it into the address bar of a new web browser window.

- Open the “Options” menu and then select “Safelist”.

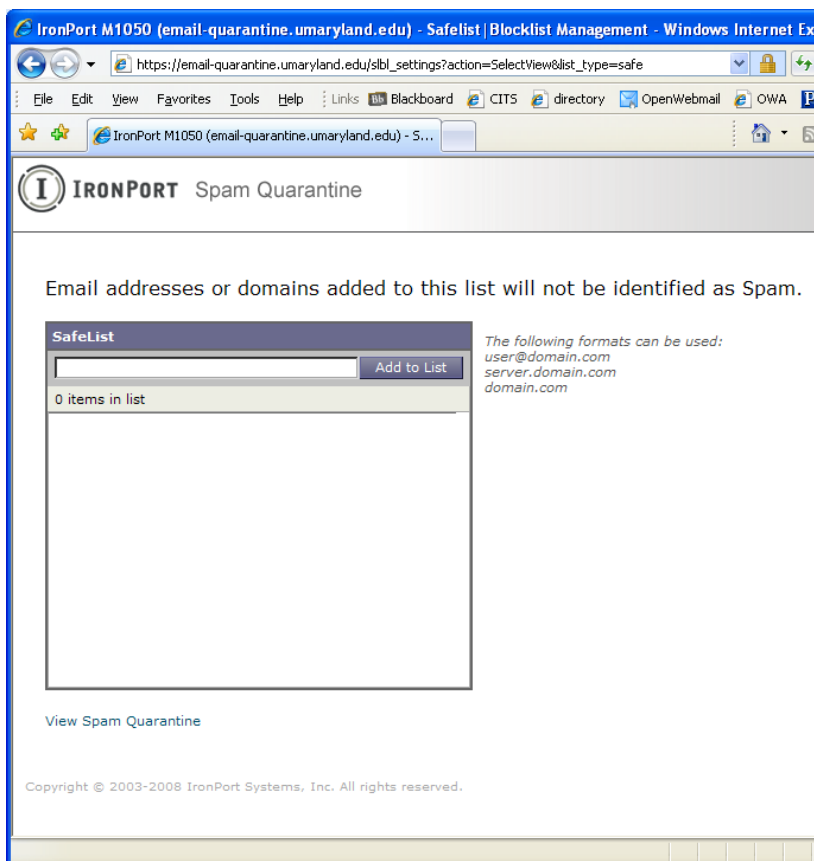


- Enter the email address (or domain) in the upper left corner and click on the “Add to List” button.

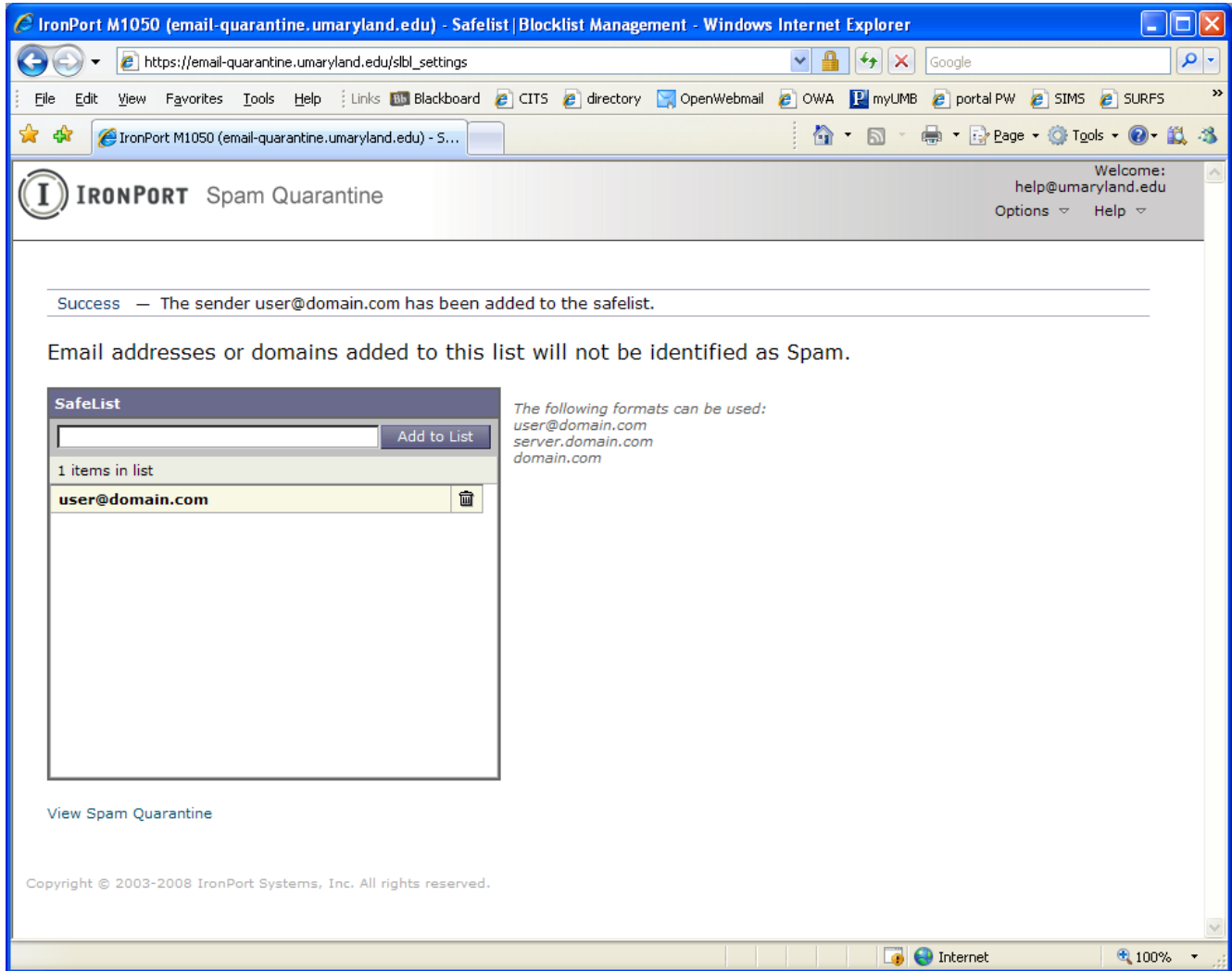
NOTE: Users also have the option of adding an entire email *domain* to their Safelist.

For example, if a user wants to ensure that *all* emails from addresses ending with “@domain.com” are not quarantined, the user should enter the domain in the field instead of an individual email address.

The domain is everything in the email address after the ‘@’ sign. For example, if the email address is user@domain.com, the domain is ‘domain.com’.




4. The email address or domain will be added to your Safelist.



Additional Information

Removing emails from the Safelist

If users need to remove an email address or domain from their Safelist, use steps 1 and 2 to navigate to their Safelist. Then, find the email address or domain in the Safelist, and click on the  icon to delete that entry in the Safelist.

Questions?

For questions on how to add email addresses or domains to your email quarantine Safelist, call the Assistance and Service Center (ASC) Help Desk at 410-706-HELP (4357) (weekdays 8:00 a.m. - 5:00 p.m.), or send an email to: help@umaryland.edu.