

Microsoft®
Forefront™
 Online Security for Exchange

Using the Forefront Quarantine mailbox

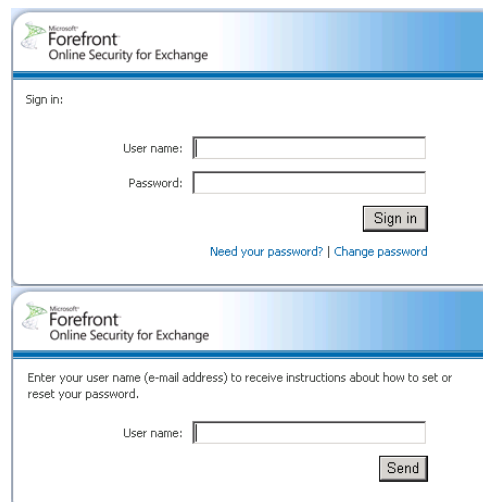
This document will help you get started with Microsoft® Forefront™ Online Security for Exchange (FOSE) Quarantine feature. The Quarantine service has the following attributes:

- Spam is kept in Forefront’s Quarantine service for 15 days. After that time, the stored e-mail messages are permanently deleted and cannot be retrieved.
- If an obvious spam message makes it to your inbox, you can forward the message to abuse@messaging.microsoft.com. Please be sure to include the full headers of the e-mail message with your submission. Contact OIT Support Services, 458-5538, if you do not know how to find the header information.
- If a message is incorrectly identified as spam, forward the message to false_positive@messaging.microsoft.com. Please be sure to include the full headers of the message with your submission.
- New spam rules are set globally for all customers. Not all individual spam or false positive submissions result in new spam rules.

Log in to Forefront

From a Web browser, go to <https://quarantine.messaging.microsoft.com>.

1. If this is your first time logging in to Forefront, or if you have forgotten your password, click **Need your password?** to set up a new password.
2. Enter your UTSA e-mail address in the **User name** field.
3. Click **Send**.
4. Check your UTSA e-mail inbox for the e-mail message. Click the link within the e-mail message.
5. You will be taken to a page where you can specify your password for logging in to the Forefront Quarantine Web site. **For security purposes, please DO NOT use your current UTSA network password.**

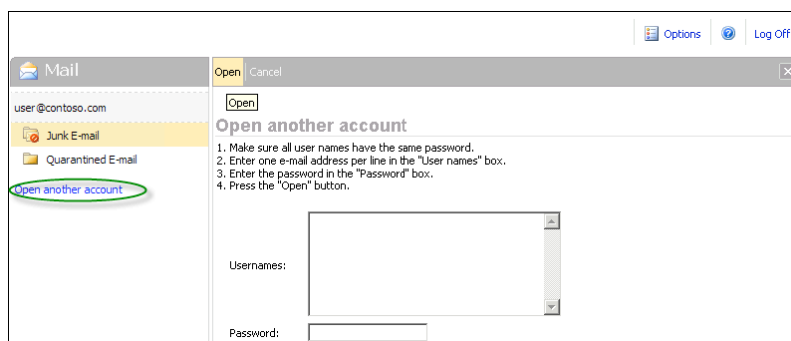


Manage spam for another (departmental) e-mail account

If you are responsible for a departmental e-mail account, you have the option of clicking **Open another account** on the left navigation menu to open that Quarantine mailbox.

After the Web page refreshes, enter the user name and password for the additional account(s) and then click **Open** on the top menu bar.

(Note: You must first set up Forefront for the departmental account. Follow the steps in the “Log in



to Forefront” section above, using the departmental e-mail address (ex. dept@utsa.edu) as the **User name**. If more than one person has access to the departmental account, make sure that they all know the Forefront password you selected.)

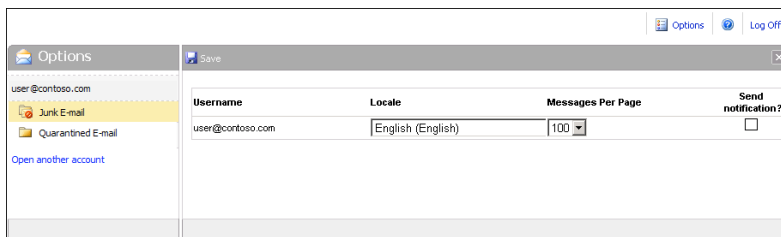
To exit the page, click **Cancel** and the page will return to the selected Web mailbox folder.

Change user settings

Click **Options** (located above the top menu bar) to change display settings, language settings for notifications and whether to receive notifications.

Make your changes and then click **Save** to keep the changes.

To **exit** the Options page, click on the Web mailbox folder.



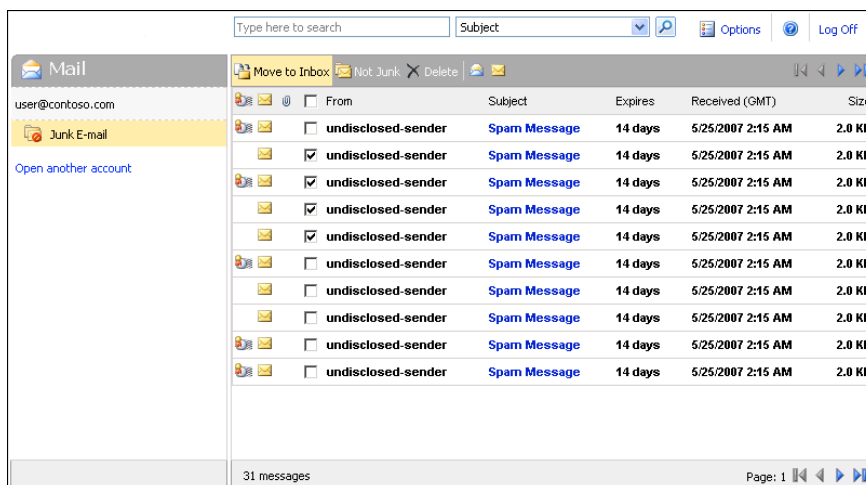
Manage quarantined e-mail messages

Note: You are not required to delete any spam. The Quarantine service will delete any e-mail messages held in Spam Quarantine after 15 days.

Once you have logged in to Forefront you will have access to your quarantined Junk E-mail and Policy Quarantined E-mail, depending on your domain configuration.

If you have multiple pages of e-mail messages, click forward/back arrows at the bottom of the page to navigate.

You can **search** for a particular message either **by Sender** address or **by Subject Line**. Wildcard characters are allowed.

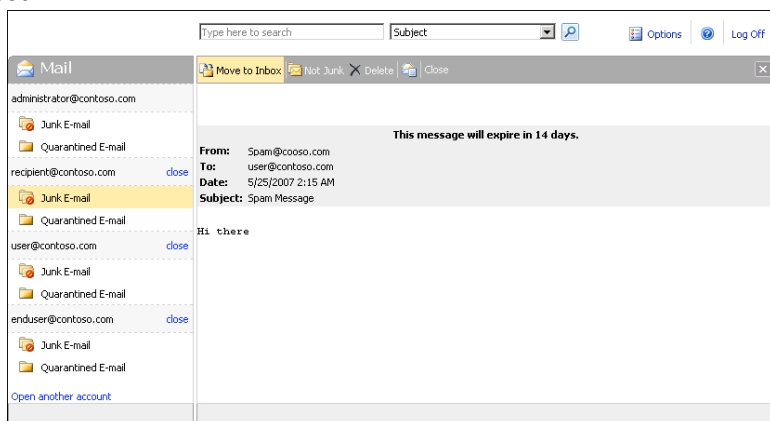


You may select one or more messages to delete or have delivered to your UTSA e-mail Inbox. Simply check the box next to the message(s), then click the **Delete** or **Move to Inbox** button.

***Note: Messages with an icon in the far left column have been quarantined due to Custom Spam Filter rules configured by UTSA OIT and cannot be reported as Not Junk.**

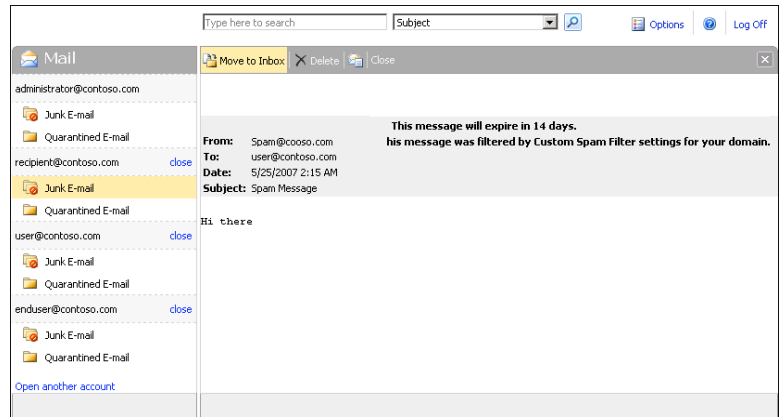
To view the contents of a message in the list, click the **Subject** of the e-mail message.

If you would like to have the e-mail message delivered to your UTSA e-mail Inbox, click the **Move to Inbox** button while viewing the message. If the message is not spam, click the **Not Junk** button while viewing the message. This will send the message to your UTSA e-mail Inbox and notify the Spam Team that the message was incorrectly marked as spam.



If the **Not Junk** button is not available for an e-mail message, it means that the message was filtered according to restrictions put in place by UTSA OIT.

An explanation of why the e-mail message cannot be moved to your Inbox will appear in the upper right-hand corner.



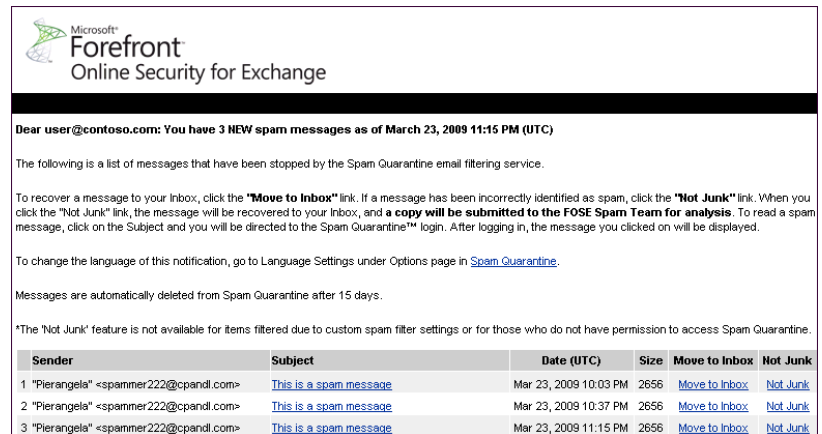
Reminder notifications

You will receive periodic reminders (every 3 days) from the Quarantine service (*UTSASpamPostmaster@utsa.edu*) when you have received new spam.

***Note: You will receive a notification e-mail from UTSASpamPostmaster@utsa.edu only if Forefront blocked spam intended for your inbox.**

The notification message will have a link to the Forefront application.

When you receive a notification message, you can click the message **Subject** to open Forefront.

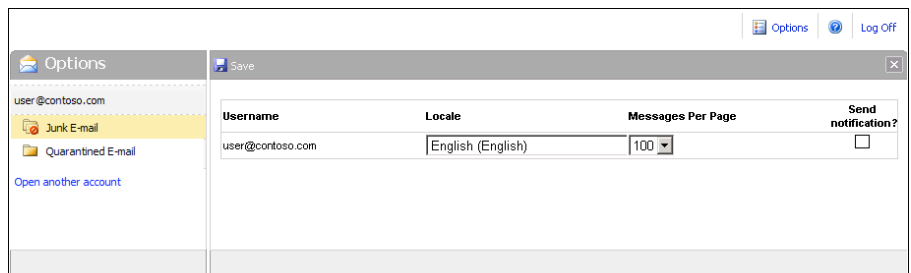


If you would like to have a message delivered to your Inbox without logging in to Forefront, click on the **Move to Inbox** link from within the notification. This will send the message to your UTSA e-mail Inbox. If the message is not spam, click the **Not Junk** link. This will send the message to your UTSA e-mail Inbox and notify the Spam Team that the message was incorrectly marked as spam.

If the **Not Junk** link is unavailable, it means that the message was filtered according to restrictions put in place by UTSA OIT.

Turn off junk e-mail notifications

Once logged in to Forefront, click **Options** and uncheck the **Send notification?** box if you do not wish to receive the periodic reminders.



Additional Help

If you require additional assistance, you may contact OIT Support Services at 458-5538 or by e-mail: oit-supportservices@utsa.edu.

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