FCUSD Email SPAM Filter Quick Guide
Edgewave’s ePrism Email Security

Frequently Asked Questions

- **What is the Spam Digest?**
  
  A list of your quarantined email identified as spam, junk, or containing a virus or other dangerous content since the last digest.

  An entryway to your personal dashboard where you can manage your account and customize your digest. You can review quarantined messages and release them if needed.

- **What do I do with the Spam Digest?**

  You don’t have to do anything! The messages listed in the Spam Digest have already been filtered.

  The Spam Digest summarizes the filtering activities for your account since the last digest. You may choose to review the list of messages for any valid messages that were mistakenly filtered out.

  The Spam Digest requires no user action to delete the spam/junk mail listed in the summary. They are deleted automatically after 35 days. Alternatively, you can log into the Personal Dashboard, select one or more email messages, and delete them manually.

- **How do I release a message from the Spam Digest?**

  Click the Release link to the left of the message in the list. The message will be immediately sent to your email inbox.
• What is the Personal Dashboard?

The Personal Dashboard is your control panel for managing your email filtering settings. It allows you to view and release quarantined messages, create and change your Personal Dashboard password, customize your digest options, configure your mail filtering preferences, manage your whitelist and blacklist, and view your account status.

• How do I get to the Personal Dashboard?

Click the My Account link in the upper right corner of the Spam Digest to open the Personal Dashboard Login screen, received each day in an email.

• How do I release a message from the Personal Dashboard?

You can release one or more messages from the quarantine to be delivered to your email inbox. Click the Messages tab, then select the messages to release and click Release. The messages are sent to your email inbox.

• How do I delete messages listed in the Personal Dashboard?

You do not need to delete messages from your quarantine. All messages are automatically deleted after 35 days.

• How can I find a message?

You can search for any text strings, in any field displayed in the Messages tab. Just enter the text in the search box. The quarantine list filters automatically. For instance, if you are looking for an email from your cousin Dan (dan@fcusd.org), you can enter Dan in the search box. Any messages from dan@example.com will display, as will messages that have the words dance, dandruff, or danger in the subject line.