How to Access Your Private Message Center if you need more control

If and When you log in to your message center for the first time, you will be asked to change your password. It needs to be at least six characters long and contain a combination of upper and lowercase letters and numbers (e.g CleanEmail1). If your computer password matches this criteria we suggest that you use the same password for your message center.
There are two ways to access your private message center, through Microsoft Outlook and through Internet Explorer. In Microsoft Outlook, click the Shortcuts button in the bottom left side of the screen:

You will see a link for EmailCARE in your shortcuts. Click on the link to open the log in page for your message center. If the link is not present, please send in a service request and the link will be added. Alternatively, you can also access the message center from Internet Explorer by going to DeputyResource Page and logging with your email address and password.

If you have forgotten your password, please call Computer Operations @ 225-389 5084 or enter a service request.
An engineer can reset it to a temporary password.
If this is your first time logging into your Message Center, you will log in using a temporary password that would have been provided to you via email. When you log in for the first time, you will be asked to change your password. It needs to be at least six characters long and contain a combination of upper and lowercase letters and numbers (e.g., Password1).

What if legitimate email is quarantined in your Message Center?
Unfortunately, some legitimate email may be erroneously directed to your Message Center. This is due to the subjective nature of email messages and what could possibly be considered junk mail. If a significant amount of valid email is being misdirected to the Message Center, you should build a list of approved senders, thereby minimizing the possibility of detaining a valid email in the future.

What if I receive spam, what should I do with it?
If junk mail reaches your inbox, you can simply delete the message or forward it to spam@postini.com. You can also visit the Message Center and add the sender's address to your "Blocked Senders" list if it appears to be a repeat offender, preventing that sender from reaching the inbox again. It might also be useful to try increasing the sensitivity level of the Overall Junk Filters or change specific filter category settings.

How to add email addresses to the Blocked Senders list
After logging in to your Message Center, click the "My Settings" link near the top right of the page (to the left of "Log Out"). You will then see the following on the page:

My Settings

Click the links below to view or change your settings.

| ? | **Junk Settings** | → Approve Senders
→ Block Senders ◄───────   **ACTIVATED**
→ Manage Junk Filters |

Click on "Block Senders", the next page will allow you to block by a specific email address or by a domain name.

You can enter the addresses manually or copy and paste. Click the "Update Blocked Senders" or "Update Blocked Domains" when finished, depending which have been added.

Approve Senders | Block Senders

Separate multiple entries by commas, semicolons, or new lines. If a message arrives from a blocked sender, Message Center stores it in the Junk Quarantine.

Blocked Senders   [?]

Messages from blocked senders go directly to the Junk Quarantine.

for example, user@jumboinc.com

[Update Blocked Senders]

Blocked Domains   [?]

Messages from anyone in a blocked domain go directly to the Junk Quarantine.

for example, jumboinc.com

[Update Blocked Domains]

How to add email addresses to the Approved Senders list

Follow the instructions from the section above, however instead of clicking "Block Senders", click on "Approve Senders". You will then be able to add approved email addresses, and emails from that address will no longer be quarantined. The email addresses can be added manually, or copy and paste. Click the "Update Approved Senders" button (or "Update Approved Domains", etc, depending on the type you have added),

How often is email deleted from the Message Center?

Email messages are kept in the Message Center for 14 days following the receipt of the message; this includes any messages that have been moved to your "Trash Folder". After 14 days from first receipt, any message will be deleted.

How to Change EmailCare© Filters

- Log into your Message Center and click on the "My Settings" link at the top right.
    - You can add friends, family and acquaintances' email addresses to your 'Approved Senders' list by clicking on "Approve Senders".
    - Alternatively, you can add email addresses you want to block by clicking on "Block Senders".
- Click "Manage Junk Filters" link
- Make sure Junk Email Filtering is **ACTIVATED**.
- Also check the Overall Junk Filter to determine how aggressive you want your filters.
- Select "Show Category Filters" to see category settings.
- Always click 'Save Settings' to keep any changes you may have made.

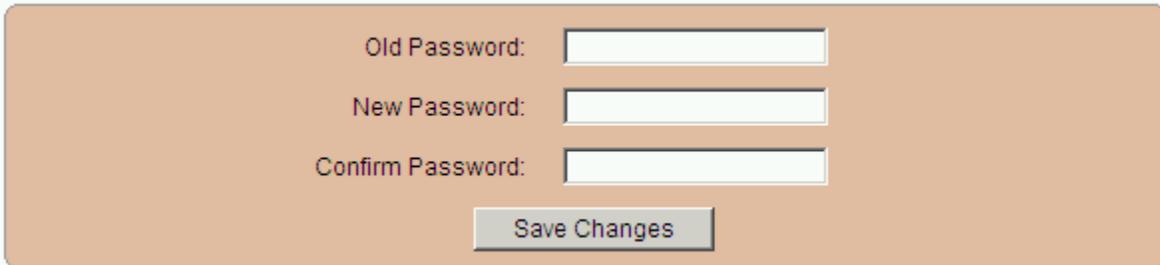**How to Change Your Message Center Password**
You can also change your Message Center password while you are logged in. This is also in the "My Settings" link referenced in the sections above. You will see a section for Personal Settings near the bottom of the page:

Click on the "Change Password" link. You will need to enter your current password in the "Old Password" field:

Click "Save Changes" to complete the process.

Additional Information if you are curious:

1. **How do I know junk mail is being filtered and not my regular (legitimate) email?**
   Advanced filtering technique built on heuristic rules, lists of approved and blocked senders, and databases of known junk mail maintain the effectiveness of the rules system. Despite these advanced measures, some good email may get caught since the concept of junk mail is subjective (one man's trash is another man's treasure). To remedy this, you can set a lenient-to-aggressive tolerance for filtering suspicious email: lenient filtering potentially lets more junk mail through, but also minimizes the risk of legitimate email from getting mistakenly directed to the Message Center; conversely, aggressive filtering catches more suspicious email at the risk of mistakenly diverting normal email to the Message Center. You are notified with regular summary reports of your activity.

2. **Does someone read personal emails?**
   No. All email processing is done through automated filters, in milliseconds. In the event a "suspicious" email is discovered, it will be directed to your private Message Center pending your review.

3. **Am I notified when email is quarantined as suspicious junk mail?**
   You will receive a regular report from EmailCare$^©$ via email of the activity in your Message Center. However, you can log in to the Message Center at any time to monitor and review detained messages.

4. **What are Message Center filter categories?**
   In addition to the Bulk Mail default filter category, you can also select:
   - Sexually Explicit - Block inappropriate sexually oriented messages.
   - Get Rich Quick - Block the moneymaking offers and high-risk investments messages.
   - Racially Insensitive - Block offensive messages about sex, creed, religion, and race.
   - Special Offers - Block annoying advertisements.

6. **What is Filter Sensitivity?**
   Filter Sensitivity determines how aggressive the filters are in capturing suspect email. The settings are Lenient, Moderate, and Aggressive. Lenient will capture less suspect email, while aggressive is likely to capture more.

7. **What is the Approved Senders list?**
   Entering specific email addresses or entire domains to the Approved Senders list will allow these to override your junk mail filters and allow that email to flow directly to your inbox.

8. **What is the Blocked Senders list?**
   Entering specific email addresses or entire domains will prevent ALL messages from those listed will be detained in your Message Center.

9. **What if I want to receive junk mail?**
   You can turn the Junk Mail Assistant off at anytime by simply logging in to your Message Center, and turning OFF the junk mail toggle switch on the Junk Mail Assistant page. (Other applications, such as virus scanning, can also be turned on or off in this manner.) However, if too much legitimate email is being detained, first try setting "Filter

Sensitivity" to moderate or lenient and/or uncheck any "Filter Categories" that are unwanted. It also helps to explicitly list certain email addresses to allow their messages through the filters, regardless of content. Do this by entering valid addresses in the Approved Senders field.

10. **What happens in the event that the email processing servers' fail?**
A large number of enterprise-scale servers are dedicated to processing email. However, in the event of a catastrophe, email will be passed through the system by defaulting to your email provider's regular mail servers. There will be no noticeable performance hit. Any suspect messages that were diverted to the Message Center are contained on redundant disk storage devices that are backed up.

11. **How often is email deleted from the Message Center?**
Email messages are kept in the Message Center for 14 days following the receipt of the message--this includes any messages that have been moved to your "Trash Folder". After 14 days from first receipt, any message will be deleted. EmailCare$^©$ will send an email activity report on a regular basis to remind you to check your Message Center. You can also access the Message Center at any time.

12. **What if I receive spam, what should I do with it?**
If junk mail reaches your inbox, you can simply delete the message or forward it to spam@postini.com. You can also visit the Message Center and add the sender's address to your "Blocked Senders" list if it appears to be a repeat offender, preventing that sender from reaching the inbox again. It might also be useful to try increasing the sensitivity level in the configuration or turn on specific filter categories.

13. **What if legitimate email is quarantined in your Message Center?**
Unfortunately, some legitimate email may be erroneously directed to your Message Center. This is due to the subjective nature of email messages and what could possibly be considered junk mail. If a significant amount of valid email is being misdirected to the Message Center, you should build a list of approved senders, thereby minimizing the possibility of detaining a valid email in the future.
Also, from the Message Center, click "deliver" for any legitimate email you will be prompted to add to the sender to the "Approved Sender" list. This is the easiest way to improve your filter accuracy. You may also manually build your approved senders list by visiting your junk mail settings.

14. **Does the Junk Mail Assistant watch for obscene language and other questionable content?**
The Junk Mail Assistant is tuned for identifying unsolicited commercial email (UCE), otherwise known as spam or junk mail. This is somewhat different than filtering specifically for content, like most email filtering. For example, a friend sends a joke containing obscenities. This originates from a known source, whereas a message of unknown origin containing obscenities that refers to a pornography site WOULD likely be directed to the Message Center.