

MICROSOFT ANTI-SPAM

TNU uses Microsoft's e-mail anti-spam service to filter unsolicited e-mails from your TNU mailbox. Please note, it will take 3 days after your first spam e-mail is quarantined by Microsoft before an e-mail notification is received. Read below for instructions on how to create your account and manage messages within the new Microsoft Anti-Spam service.

- You should receive a Spam E-mail Notification, similar to that shown below within 3 days of the first spam message being blocked and then a subsequent e-mail notification every 3 calendar days after a new message is captured as SPAM.

Example: If the Microsoft Anti-Spam service captures a SPAM message in your account on a Monday then you should receive an e-mail notification in your TNU e-mail box on Thursday.

Follow these instructions to create your account and/or manage e-mail marked as SPAM.

Microsoft
Exchange
Hosted Services

Dear user01@tnu.edu: You have 5 NEW spam messages since August 3, 2008 11:36 PM (UTC)

The following is a list of messages that have been stopped by the Spam Quarantine™ email filtering service.

To recover a message to your Inbox, click the **"Move to Inbox"** link. If a message has been incorrectly identified as spam, click the **"Not Junk"** link. When you click the "Not Junk" link, the message will be recovered to your Inbox, and a **copy will be submitted to the FrontBridge Spam Team for analysis**. To read a spam message, click on the Subject and you will be directed to the Spam Quarantine™ login. After logging in, the message you clicked on will be displayed.

To change the language of this notification, go to Language Settings under Options page in [Spam Quarantine](#).

Messages are automatically deleted from Spam Quarantine after 15 days.

*The 'Not Junk' feature is not available for items filtered due to custom spam filter settings or for those who do not have permission to access Spam Quarantine.

Sender	Subject	Date (UTC)	Size	Move to Inbox	Not Junk
1 "Campus Watch" <campusnews@campus-watch.org>	In Academia, Hiring Token Jews	Aug 4, 2008 11:11 AM	31665	Move to Inbox	Not Junk
2 "Freaky Freddie" <sales@freakyfreddies.com>	[FreakyFreddy- Monday]Kellogg's house party	Aug 4, 2008 10:19 PM	10212	Move to Inbox	Not Junk
3 "SurveyPayoff.com" <cs@surveypayoff.com>	Get Paid To Take Online Surveys!	Aug 5, 2008 2:23 AM	7668	Move to Inbox	Not Junk
4 "Eversave Home Improvement" <homeimprovement@eversave.com>	Cut mortgage payments + Lock in low fixed rate	Aug 6, 2008 12:05 PM	11252	Move to Inbox	Not Junk
5 "Freaky Freddie" <sales@freakyfreddies.com>	[FreakyFreddy- Wednesday]Minute Maid	Aug 6, 2008 10:16 PM	10369	Move to Inbox	Not Junk

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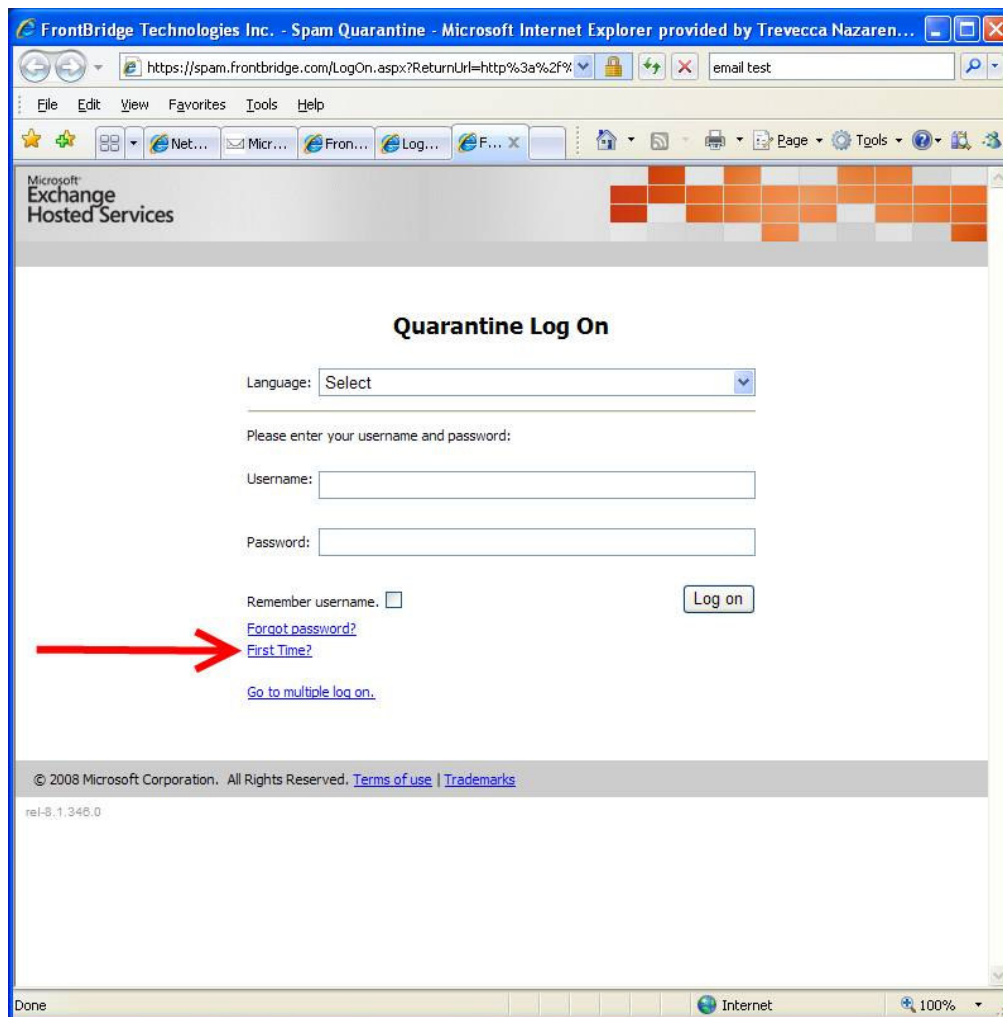
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1. Two options to create your logon account:

Option A. To create your account **before** the first 3 day notification is sent from Microsoft, go to <https://spam.frontbridge.com>. Then skip to the 1st bullet point below.

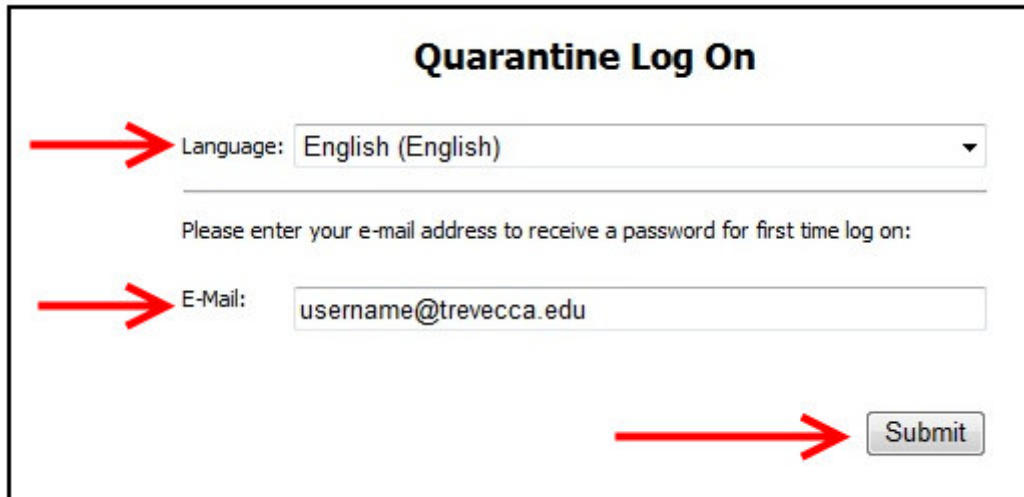
Option B. When the first SPAM e-mail notification arrives, *Click* on the hyperlink located under the **“Subject”** column which will take you to the Quarantine Log On window. Use the following instructions to create your account.

- Inside the Quarantine Log On window, *Click* on [First Time?](#) as this is your first time logging in to the Quarantine Log On. After your account is created you can use this same Quarantine Log On screen to access your account.



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- Choose your preferred **Language**, enter your **E-Mail** address (TNU e-mail), and *Click* on **Submit**. A randomly generated password will be sent to your TNU e-mail address.



Quarantine Log On

Language: English (English)

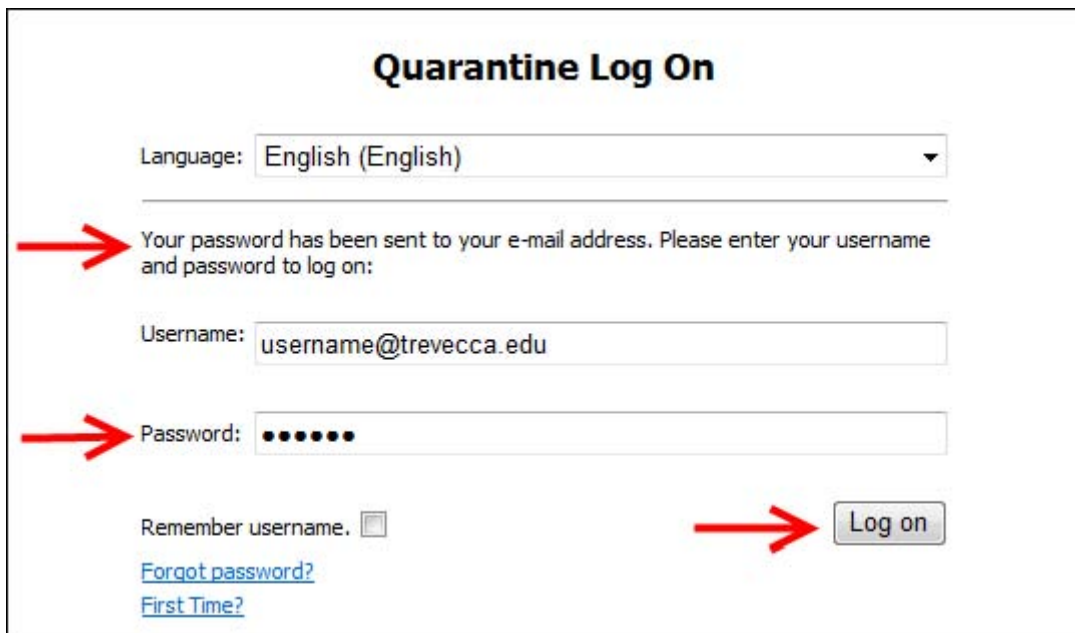
Please enter your e-mail address to receive a password for first time log on:

E-Mail: username@trevecca.edu

Submit

Red arrows point to the Language dropdown, the E-Mail input field, and the Submit button.

- On the next screen, the message indicating that your password has been sent will be displayed. Retrieve the password from your TNU e-mail account, and enter it into the **Password** field. Then *Click* on **Log on**.



Quarantine Log On

Language: English (English)

Your password has been sent to your e-mail address. Please enter your username and password to log on:

Username: username@trevecca.edu

Password: ●●●●●●

Remember username.

Log on

[Forgot password?](#)
[First Time?](#)

Red arrows point to the instruction text, the Username input field, the Password input field, and the Log on button.

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- At the Change Password screen, enter your **Old Password**, create a **New password**(we recommend at least 6 characters with a number/letter combination), **Confirm New Password**, and *Click on Change Password*.

Change Password

Account :

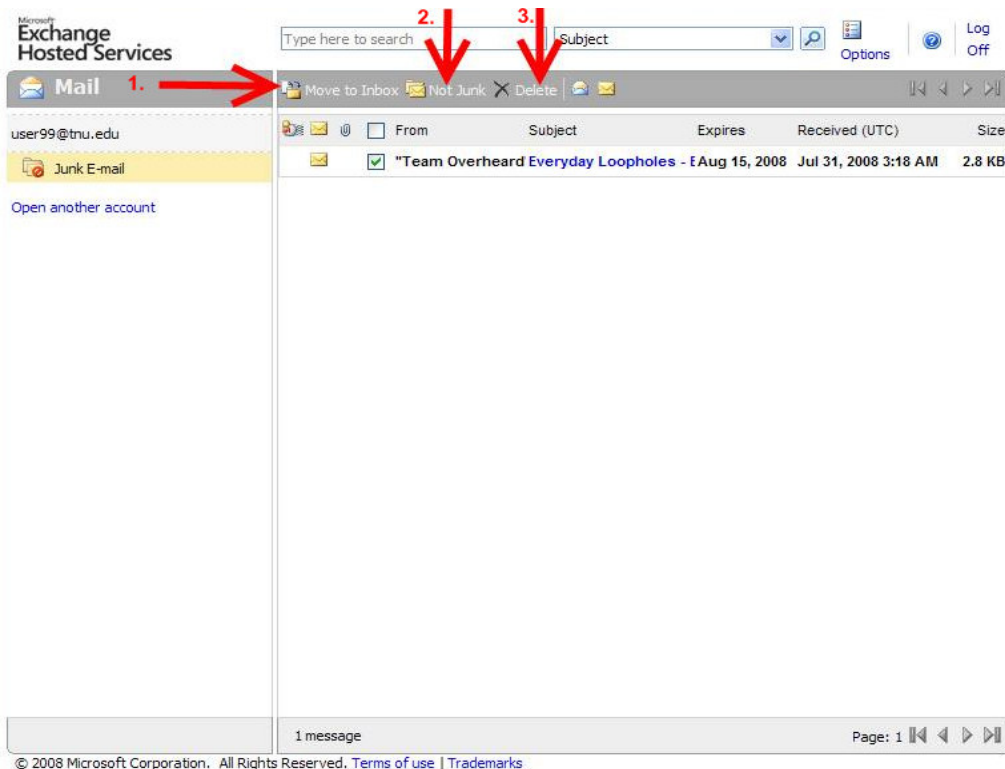
Enter your existing password, type a new password, and then type it again to confirm.

Old Password :

New password :

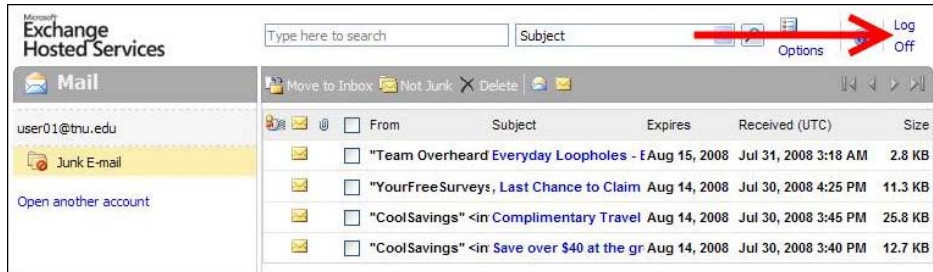
Confirm New Password :

- On the Microsoft Exchange Hosted Services screen, select the check box to the left of the message you wish to manage. There are 3 options available for each message.
 - You can *Click on Move to Inbox* (releases the message(s) from Quarantine this time only and will capture these again in the future)
 - You can *Click on Not Junk* (releases message(s) from Quarantine and whitelists the recipients e-mail address so e-mails from this sender are not marked as SPAM in the future)
 - You can *Click on Delete* which deletes the message(s) and but capture again in the future.



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3. To logout, *Click* on **Log Off** in the upper-right corner.



4. After logging out, *Click* on **OK** to continue.



OTHER IMPORTANT INFORMATION

- 1 If a Spam Notification e-mail is not received within 1-2 weeks, this indicates that you do not have any e-mail messages that have been blocked.
- 2 Notifications will be sent a maximum of once every three (3) calendar days.
- 3 E-mail that has been retained by Microsoft Anti-SPAM service will be available for fifteen (15) days. After fifteen days the e-mail will be purged by Microsoft.
- 4 Passwords will expire after one-hundred and twenty (120) days.
- 5 Call the ITS HelpDesk(ext 1223), 248-1223 for assistance.