



The following pages contain information to help you navigate the Spam Management User Interface. If you have questions about Spam Filter Levels, see page 2. For questions about Email Address Functions, go to page 3. For Service Requests, refer to page 4.

Login

Login

Netid: Password: [Forgot your password ?](#)

You can access the Spam Filter User Interface at <https://urspam.ur.rochester.edu>.

Log in using your NetID and password and click the *Sign On* button to proceed.

University IT Spam Management

The screenshot shows the University of Rochester University Information Technology Spam Management interface. The header includes the University of Rochester logo and the text 'University Information Technology'. Below the header is a navigation menu with links to various departments: IT Center, Computer Sales, Applications & Architecture, Academic & Research, Data Center, Networking and Communications, Security & Policy, Finance & Operations, and Office of the CIO. A 'Help' link is also present. The main content area is titled 'University IT Spam Management' and contains a list of options for users to manage their spam filtering: 'I want to change my spam filtering level.', 'I want to choose the email address where my quarantine logs will be sent. I no longer want to be notified of spam quarantined for an email address.', 'I want spam to be managed for a new email address.', 'I want to report a missing email. I have a spam related question.', and 'I want to check my quarantine spam email. (Please note that you will have to relogin.)'. On the left side, there is a sidebar with links to 'Service Request Forms', 'Student Job Opportunities', 'University IT Home', 'IT Notices', 'IT Policy', 'About Us', 'PMR', 'Leaders', and 'Contact Us'. At the bottom left, there is a logo for 'The CIO 100 HONOREE 2006'.

After you log in, choose the function that you would like to address from the list. When you click on it, you will be taken to the appropriate page. Follow the instructions on the respective web page or refer to the corresponding page in this guide for help.

Spam Filter Levels

Select The Desired Filtering Level Below, Then Press 'Apply'

?

High
 Medium
 Low
 Tag
and
Pass
 Opt
Out

[Click here for more information on Filtering Levels](#)

How do I change my filter level?

To increase or decrease your current filter level, log in and go to the box labeled **Select The Desired Filtering Level Below**.

1. Click on the circle next to the strength of the filter (High, Medium, Low, Tag and Pass) that you wish to apply.
2. Click *Apply* to confirm the change.

How do I opt-out?

Everyone is automatically enrolled in the SPAM Management System. If you do not wish to use the SPAM Filter, log in and go to the **Select The Desired Filtering Level Below** box, located about halfway down the page.

1. Click on the circle labeled *Opt Out*.
2. Click *Apply* to confirm the change.

How do I re-enroll if I opted-out?

If you have previously chosen to Opt-Out and you wish to re-enroll in the system, go to the **Select The Desired Filtering Level Below** box.

1. Click on the circle next to the strength of the filter (High, Medium, Low, Tag and Pass) that you wish to apply.
2. Click *Apply* to confirm the change.

Email Address Functions

The screenshot shows a web interface for managing email addresses. At the top, a blue header reads "Please Choose An Email Address From The List Below For Quarantine Log Notifications". Below this is a dropdown menu currently showing "NO PRIMARY ADDRESS SELECTED" with a blue arrow icon. To the right are "Cancel" and "Apply" buttons. A second blue header reads "Check The Email Addresses That You No Longer Wish To Monitor Spam For From The List Below And Then Click 'Remove'.". Below this is a list of email addresses, with one entry: a checkbox followed by "adarling@ur.rochester.edu". To the right of the list are "Cancel" and "Remove" buttons, and a note: "Default medium spam protection level will be applied for addresses that are removed.". A third blue header reads "Add New Email Address For Spam Management". Below this is an empty text input field. To the right are "Cancel" and "Create Service Request" buttons.

How do I change my primary email address?

To change your primary email address, go to the box labeled **Please Choose An Email Address From The List Below For Quarantine Log Notifications**. Your current primary email address is displayed.

1. Click on the drop down menu next to your current email address.
2. Select an alternate address from the list.
3. Click *Apply* to confirm the change.

How do I remove an address associated to me?

To remove an address that is associated with you from your quarantine list, log in and go to the **Check The Email Addresses That You No Longer Wish To Monitor Spam For From The List Below** box.

1. Scroll through the list and check the box to the left of each address that you wish to remove.
2. Click the *Remove* button to the right. The addresses will be removed from your quarantine list. (**NOTE:** This will not destroy the email address, it will just not apply your SPAM Filter settings to the address).

How do I add an address to my quarantine?

To add a new email address to your quarantine list, log in and go to the box labeled **Add A New Email Address For Spam Management**.

1. Type the address in the designated area.
2. Check to be sure that the address was typed properly (correct spelling; dashes, underscores, periods in appropriate place, etc.).
3. Click the *Create Service Request* button to the right to add the address.

Service Requests

The screenshot shows a web form for reporting a missing email. At the top, there is a section for 'User (Contact) Info' with fields for 'Name' (filled with 'Amy Darling') and 'Phone'. Below this is a section titled 'Report A Missing Email' with four input fields: 'The e-mail was from:', 'The e-mail was to:', 'The e-mail was sent on:' (with a calendar icon), and 'The e-mail's subject was:'. At the bottom of this section are 'Cancel' and 'Create Service Request' buttons. Below the main form is another section titled 'Other Spam Related Questions' with a text input field and 'Cancel' and 'Create Service Request' buttons.

How do I find a message that was blocked but not in my quarantine?

To find a message that you did not receive and that was not in your quarantine, log in and go to the **Report A Missing Email** box.

1. Type the information about the email into the form.
2. Click *Create Service Request* to send your email to University IT. You will be contacted regarding the missing email message.

How do I get help?

For additional questions or requests for assistance that are not covered on the web page, log in and go to the box labeled **Other Spam Related Questions**.

1. Type your question into the space provided.
2. Click *Create Service Request*. Your question will be sent to University IT and you will be contacted by an IT staff member.