User Instructional Guide
for
Foothill-De Anza Community College District
**Quarantine Notification Emails**

If configured, end users will receive quarantine notification emails. The email has several links to help the user manage their quarantine.

1. Selecting *Subject* will take the end user to the email within the Quarantine
2. Selecting *Release* delivers the email to the end user’s Inbox and whitelists the sender of the message
3. Selecting *View Quarantine* will take the end user to their Quarantine on the Web
4. Selecting *Help* will open the online help tool
5. Selecting *Delete All Listed Messages* will delete all of the emails in their Quarantine
**End User Quarantine**

All emails scored by the Abaca Email Protection Gateway as spam for each end user will be held in their Quarantine.

1. Selecting *Subject* will open the email (See page four)
2. Selecting the checkbox directly to the left of a quarantined email will select it for action, the desired action can be taken by selecting the *Release to Inbox & Approve Sender, Release to Inbox, or Delete Selected* button
3. End users can search the Quarantine by entering the search criteria in the *Search for:* text field and selecting the search category in the drop down menu, then selecting *Search* button
4. Selecting *Help* will open the online help tool
5. Selecting *Signout* will log the end user out of their quarantine
6. Selecting *Delete All in Quarantine* will delete all emails listed in the quarantine
Quarantine Email Review

Once an end user has elected to review a spam email from the quarantine tab, they have
several options as they review the contents of the email.

1. Selecting **Release to Inbox & Approve Sender** will send the email to the end users Inbox and adds that sender to the list of approved senders
2. Selecting **Release to Inbox** will send the email to the end users Inbox and but does not add that sender to the list of approved senders
3. Selecting **Delete** will permanently delete the message from the end user’s quarantine
4. Selecting **Help** will open the online help tool
5. Selecting **Signout** will log the end user out of their quarantine
6. Selecting **This is a Fraud** will mark the message as a threat such as a phishing or spoofing message
End User Quarantine Preferences

The options available under the Preferences tab in the Quarantine allows the end user to customize the Abaca Email Protection Gateway to their individual needs.

1. Under Filtering Services, select On or Off to turn the spam filtering service on or off. It is not recommended that the end user turn their spam filtering off.
2. The Minimum score for Inbox delivery: text field allows the end user to change the threshold score at which an email message will be delivered to the Inbox or the Quarantine.
3. Under Quarantine Notification, select Yes or No to elect whether or not to receive Quarantine Notification emails.
4. Under Messages per quarantine page: select the preferred number of email messages to be displayed in the end user Quarantine view using the drop down menu.
5. Selecting Help will open the online help tool.
6. Selecting Signout will log the end user out of their Quarantine.
7. Selecting Save will save all options selected.