

Using the Message Center

A Guide for Haverford College Users

What Is the McAfee Secure Messaging Service (SMS) Message Center?

To prevent unwanted messages from reaching your email inbox, your Message Center filters all incoming email for spam, phishing, and virus-infected messages, before they reach your inbox.

Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted, quarantined at your Message Center, and automatically deleted after 14 days.

You will receive a daily quarantine summary email that lists recently quarantined messages and includes a convenient link to the Message Center. You can also visit your Message Center at any time to review and retrieve quarantined messages by logging in from any web browser.

Logging into the Message Center

1. In any web browser, go to <http://messagecenter.haverford.edu>. Place a bookmark to this location in your web browser, or select the link to the Message Center in your quarantine summary email notification (see below for more details).
2. Log in using your email address and email password.

Remember my Address and Password

To avoid having to log in each time you visit the Message Center, check the *Remember my Address and Password* option in the Message Center login window (see right). Then, when you're done using the Message Center, don't click the Log Out link. Just close the browser window. Upon your return, you'll skip the login screen and go straight to your junk quarantine.

Log in to your message center.

Log in Address
example: joe234@jumbowidgetsco.com

Password

note: password is case-sensitive

Remember my Address and Password

LOG IN

Junk Viruses Delivered Trash [Approve Senders](#) | [Settings](#) | [Log Out](#) | [?](#)

Show junk messages within: last 3 days

Find: Sender containing: sort by: Lowest junk rating first Search show recipients

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| <input type="checkbox"/> Date | From | Subject | Junk Rating | Deliver |
|---|--------------------------------|---|-------------|-------------------------|
| <input type="checkbox"/> Mon, Jul 31, 2006 2:23 PM | verizonwireless@vzwmail.vzw... | The LG Chocolate is here - Exclusively fro... | | Deliver |
| <input type="checkbox"/> Tue, Aug 1, 2006 8:43 AM | HomeMadeSimple@email.homema... | Celebrate Summer's Last Stand with Home Ma... | | Deliver |
| <input type="checkbox"/> Sun, Jul 30, 2006 12:31 PM | EDU@customcyber.com | Criminal Justice Professionals are needed... | | Deliver |
| <input type="checkbox"/> Sat, Jul 29, 2006 9:01 PM | okada@gmmco.com | Re: | | Deliver |
| <input type="checkbox"/> Sat, Jul 29, 2006 9:07 PM | uvjhp@sytt-senhuk.de | conspiracy it's | | Deliver |
| <input type="checkbox"/> Sat, Jul 29, 2006 9:28 PM | matheney@integrationspecial... | Re: xizifVIAJAGRA | | Deliver |
| <input type="checkbox"/> Sat, Jul 29, 2006 10:51 PM | PrizeDept@211.mx03.net | Back to School Offer Confirmation #7281439... | | Deliver |
| <input type="checkbox"/> Sat, Jul 29, 2006 11:54 PM | yusun@gret.org | Re: | | Deliver |
| <input type="checkbox"/> Sun, Jul 30, 2006 12:17 AM | VisitSanibelIsland@flowgoma... | Visit beautiful Sanibel Island! | | Deliver |
| <input type="checkbox"/> Sun, Jul 30, 2006 12:19 AM | dan@eclipsemicro.com | Re: syymVIAJAGRA | | Deliver |

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What Can I Do in the Message Center?

At the Message Center, you can review messages quarantined as junk mail and deliver any valid messages that were falsely quarantined to your inbox. You can also:

- ➔ Review a list of recently quarantined virus-infected messages
- ➔ Adjust filter sensitivities to determine how aggressively to filter your email for junk email
- ➔ Maintain allowed and blocked sender lists for individual senders, domains, and mail lists
- ➔ Choose a language for displaying the Message Center and a time zone for time-stamping messages you receive


What Should I Do First?

When you first log in to the Message Center, you arrive at the Junk tab (shown above). This lists all messages that were recently quarantined as junk mail instead of being delivered to your inbox.

Review Quarantined Junk Email

Messages are listed in order of their likelihood not to be spam, to help you locate any false positives. You can click on a column header to reorder based on date, who the message is from, or its subject.

Click a message's subject to safely view its contents. In the unlikely event that you find a valid message you want to retrieve, click its

 corresponding Deliver button to deliver it to your inbox.

The Quarantine Summary Email

To: tcanavan@haverford.edu
From: "Haverford College" <hcnet-request@haverford.edu>
Subject: Quarantine Summary 7/28/2006 6:00 am
Date: Fri, 28 Jul 2006 10:00:25 +0000
HC-Host: Message scanned by SMTP1, Networking & Systems, Haverford College, Haverford, PA 19041 [v011]
HC-MailScanner: Found to be clean
HC-SpamScore: ssssssss

tcanavan@haverford.edu

These messages were quarantined as potential junk or virus-infected messages, and have not been sent to your inbox. To deliver a message to your inbox, click the Deliver link. To view the message in your Message Center, click the Subject link.

| Junk Messages | | 55 Messages | Message Center |
|-------------------------------------|---|-------------------|--------------------------------|
| From | Subject | Date | |
| feraperseus@cenres.com | Re: ieluvIAGRA | 7/28/2006 5:41 am | Deliver |
| info@artemis.de | You have new mail from Olesya, 27 y.o., Ru... | 7/28/2006 5:25 am | Deliver |
| AmericanBlinds@decoratetoday.vc1.us | Buy One Luna Curtain Panel, Get One Luna C... | 7/28/2006 5:04 am | Deliver |
| aovipmng@fun-greetings-jokes.com | best prices for impotence drug\$! | 7/28/2006 4:54 am | Deliver |
| info@askonline.net | ADV: Your students need an Online Tutoring | 7/28/2006 3:23 am | Deliver |

As a convenience, you will receive a daily notification listing all messages that have been recently quarantined at the Message Center within the last 24 hours. This allows you to quickly scan quarantined messages without having to log into the Message Center.

- ➔ Deliver messages from your junk quarantine to your inbox (by clicking the corresponding deliver link in the email)
- ➔ Click a message's subject link to log in to the Message Center and review the message's content before delivering it

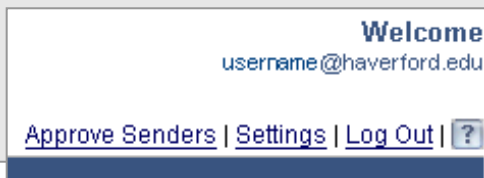
The quarantine summary email also provides a link to the Message Center if you do want to view the contents of a quarantined junk message. From within this email, you will be able to:

If you don't want to review your junk email or deliver any quarantined messages to your inbox, you don't have to visit the Message Center when you receive your quarantine summary. Just leave them alone and the Message Center will **automatically delete them after 14 days.**


- ➔ View a list of recently quarantined, virus-infected messages

Adjust your Personal Settings

Click the Settings link (shown below) at the top right of any page to see what preferences are available and adjust your filter settings.



Review Each Page's Online Help

 For complete details on using the Message Center, click the Help button (shown at left) at the top right of each page for help on that specific page. Or click the Help button next to a particular set of controls, for details about just those controls.

Tips for Using the Message Center

If you receive too much junk email

Your email protection service blocks 95 percent of unwanted mail, allowing only a few junk messages to reach your inbox. If more unwanted mail than that is getting through:

- ➔ Adjust your junk email filters to a more aggressive setting. Then visit the Message Center regularly for a few days to verify that valid messages aren't being quarantined
- ➔ If any other email addresses forward mail to your account, make sure these addresses are not on your approved senders list

If valid messages are quarantined

If too many valid messages are quarantined as junk mail:

- ➔ Adjust your junk email filters to a more lenient setting
- ➔ Add senders whose messages are regularly getting blocked to your approved senders list

When to Use Sender Lists

The Message Center will enable you to allow or block messages from individual senders, mail lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them.

However, there are a few cases when sender lists are useful.

- ➔ Add senders to your approved senders list if messages from the sender resemble junk email and have been falsely quarantined
- ➔ If you belong to a mailing list or newsgroup where different members email each other using the same TO address, you can put that TO address on your approved mail list

Warning: Don't add your own address to the approved mail list. If you do, all messages sent to your address bypass junk filters, allowing all junk email to reach your inbox!

Common Questions


Q. Can I safely view contents of quarantined messages?

A. Yes. Clicking a message's subject link to read it does not transfer the message to your inbox, so you can safely view contents of junk email at the Message Center without risking harm to your computer.

Q. How are messages identified as junk?

A. Before any message reaches your inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk mail. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined in the Message Center.

For instructions on changing Junk Quarantine Settings and controlling Sender Lists...

1. Select the Settings link.

2. Click the corresponding Help button beside any feature.
