Spamcheck

To prevent unwanted messages from reaching your email inbox, Bryn Mawr employs a program called SpamCheck, which filters all incoming email for spam, phishing, and virus-infected messages. Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at your SpamCheck. Logging in to SpamCheck allows you to review and retrieve quarantined messages. You will also receive a weekly quarantine summary email that lists recently quarantined messages and includes a convenient link to SpamCheck. Messages that are left in SpamCheck will be deleted after 14 days.

Logging into SpamCheck

1. In any web browser (i.e., Firefox or Internet Explorer), go to http://spamcheck.brynmawr.edu.
2. Log in using your email address and password.
3. When you first log in, you will be in the Junk tab.

Reviewing Quarantined Junk Email

- When SpamCheck first begins to quarantine your suspicious messages, review messages on your Junk tab for a few days to be sure valid messages aren’t falsely quarantined. Messages are listed in ascending order of their likelihood to be spam, to help you locate any false positives. You can click on a column header to sort based on date, who the message is from, or its subject.
- Click a message’s subject in SpamCheck to 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.
- You can also select “Why Was This Message Quarantined?” to find more detail on the reason SpamCheck quarantined the message.

Adjusting Your Filter Settings

1. Click My Settings in the top right corner.
2. Within the Junk Settings section, click Manage Junk Filters.
   a. If you’re receiving too many junk e-mails, use the drop down menu to make your setting stricter.
   b. If legitimate e-mails are being caught by the filter, use the drop down menu to make your setting more lenient.
To Block or Approve Senders

- SpamCheck enables you to allow or block messages from individual senders, mail lists, or entire domains (for example whitehouse.gov).
  - Add senders to your approved senders list if messages from them 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!
    - **Note:** If you require that a particular sender be approved for delivery to all Bryn Mawr recipients, please contact the Help Desk. Upon approval, the sender will be added to the globally approved list.

Spamcheck FAQs

Q) **Can I safely view contents of quarantined messages?**
   A) Yes. SpamCheck allows for viewing without the risk of executing malicious code. Clicking a message’s subject link to read it does not transfer the message to your inbox, so you can safely view contents.

Q) **How are messages identified as junk?**
   A) Before any message reaches your inbox, the service evaluates it for spam-like content, and gives it a score indicating its probability for being junk mail. The service compares this score with tolerance levels set by your filters, and messages exceeding this tolerance are quarantined in SpamCheck.

Q) **How is my privacy protected?**
   A) All scanning and filtering is done automatically, in a matter of milliseconds, so no one actually reads your messages. Only you and approved IS personnel have access to your quarantined email. However, it’s rare for a valid message to get quarantined. In addition, while quarantined messages are maintained on an external server for 14 days, those that are delivered simply pass through SpamCheck without any of their content being preserved by the external server.

Need more information? For complete details on using SpamCheck, click the **Help (?)** button at the top right of each page for help on that specific page. Or click the ? button next to a set of controls, for details about just those controls.