Quarantine Message Overview
The campus Email gateway provides phishing, spam, virus and content policy scanning to all Campus Exchange email accounts.

All incoming email is inspected by the gateway as it arrives. Messages that contain a spam or other inappropriate content are sent to a personal Quarantine area. Messages containing viruses, or messages that are locked and prevent virus scanning are routed to a system administrator queue to prevent the spread of viruses on campus.

If email messages addressed to you end up in your personal Quarantine queue, you will receive a notification at approximately 6am each day. This notification is called a SPAM Digest. Look for the address of SPAMDigest@cofc.edu in your inbox to verify legitimacy.

Release Messages from your Quarantine Queue – Web Application
The illustration on this page provides an example of the End User Web Application – it displays in a browser. There are three ways to launch the Web Application:

- Enter the URL http://quarantine.cofc.edu
- Go to MyCharleston, click on the Help & Training Tab, look for the box “Exchange Support” and click the Quarantine link.
- Click the Manage My Account link any email Digest. (Shown on the next page.)

Once you arrive at this web page – you may be prompted to login – just use your campus username and password. Here you can:

- Release email messages from the Quarantine. Select the message check box and click Release.
- Add senders to your Safe Senders and Blocked Senders lists. Click Lists on the left side of the window, and then click New to add a Safe Sender to the list. The procedure is the same for your Blocked Senders list.
- Change your Digest preferences. Click Profile on the left side of the window.
- Select and Not Spam to report a false positive.
- Select Lists to add senders to your personal Safe and Blocked lists.
- Select Profile to change your preferences.

The current view is highlighted. Your messages in the Quarantine are currently displayed.
Release Emails from Quarantine – SPAM Digest

You will receive a SPAM digest if the system is holding messages for you that qualified as SPAM. The SPAM Summary is sent daily at 6am if you received any SPAM in the previous 24hrs. You will not receive a summary if you did not receive any new SPAM. No system is perfect and some legitimate mail may be accidentally quarantined. If a legitimate message from a person you know or a mailing lists from you wish to receive messages – add it to your safe senders list.

- To mark an email address as safe, simply click the Safelist link next to the appropriate email message in the Digest.
- To see your list of personal Safe Senders or Blocked Senders, click the Request Safe/Blocked Senders link in your Digest email message.
- Click the Manage My Account link in your Digest to create a list of Safe Senders or Blocked Senders or to change your language preference. A web browser opens, allowing you to add or edit your lists.
- Click New to add a Safe Sender to the list.

When you add a domain name (e.g., yahoo.com) to the Safe Senders list, all email addresses from that domain will be considered “safe.” To restrict the safe list to specific senders, simply enter their full email address (e.g., john.doe@yahoo.com).

- Click Not Spam to deliver a message to your inbox and report the message to Proofpoint.
- Click Manage My Account to add or remove email addresses from your Safe or Blocked senders list and change language preference. This link opens the Web Application in a browser. (See the other side of this page for an illustration.)
- Click Safelist to add this sender to your Safe Senders list.
- Click View to see the message.
- Click Release to deliver a message to your inbox.