FAQ

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What is spam?

“Spamming is the use of any electronic communications medium to send unsolicited messages in bulk. While its definition is usually limited to indiscriminate bulk mailing and not any targeted marketing, the term "spam" can refer to any commercially oriented, unsolicited bulk mailing perceived as being excessive and undesired. In the popular eye, the most common form of spam is that delivered in e-mail as a form of commercial advertising.” ([http://en.wikipedia.org/wiki/Spam_%28electronic%29](http://en.wikipedia.org/wiki/Spam_%28electronic%29)).

What is a quarantined message?

Email messages that are not delivered to the Hope College email account, but are not automatically deleted as known spam are stored in quarantine. The messages stay there for the user to determine whether to allow or to block for a specific period of time.

How do I know whether I have quarantined messages?

If a message is stored in your quarantine you will receive an email message similar to this one:

From this email you may click on the links next to the message subject to do the following:

a. **Release** the message to send this one message on to your Hope email account,

b. **Always Allow** messages from this sender through to your Hope email account or

c. **Always Deny** messages from this sender and permanently delete them.
How do I view my quarantined messages?

1. Navigate to http://hostedmailsecurity.symantec.com
2. Enter your Hope College Email Address (username@hope.edu) and your email password. Click Login.

3. From the list of quarantined messages, you may do the following:
   a. Click **Release** to send this one message on to your Hope email account.
   b. Click **Always Allow** to always send messages from this sender through to your Hope email account.
   c. Click **Always Deny** to always delete messages from this sender.
   d. Click **Delete All** to delete all quarantined messages from the listing.
How do I change my quarantined message notification?

The current default setting for quarantined message notification is once per week. If you would like to discontinue these messages and/or change them to daily, for example, follow these steps.

1. Navigate to http://hostedmailsecurity.symantec.com
2. Enter your Hope College Email Address (username@hope.edu) and your email password. Click Login.
3. Click Setup from the top menu.
4. Click Preferences.
5. From the first pull-down menu, select to receive a quarantine report Never, Every Day, Every Monday, etc.

How do I get my quarantined messages through to my email account?

From the listing of quarantined messages, click Release or Always Allow to always allow messages from this address.
How do I setup a “block” for a specific email address?

If undesired messages are arriving in your Hope College email account you may set up a specific block for a specific email sender.

1. Navigate to http://hostedmailsecurity.symantec.com
2. Enter your Hope College Email Address (username@hope.edu) and your email password. Click Login.
3. Click Allow/Deny from the top menu.
4. To deny (block) a particular sender, enter their full email address in the Add Entry: box beneath X Deny List. You may also block entire domains (e.g., example.com) or use a wildcard string (*@example.com). Note that you may not block hope.edu email addresses.
5. Click the Add >> button.