Email Gateway Defense User Guide

Summary

With the move to Office 365 for email, Deerfield Academy's email defense service, known as Barracuda, is also being upgraded. What this means is that the quarantine emails that you receive and the website you access to manage quarantine emails is also changing. This document is intended to briefly familiarize you with these changes. Unlike the previous version, you have many more options for viewing and managing your messages. The end of this document contains links to additional resources for those that would like more information.

Quarantined Mail

As currently configured, you will continue to receive quarantine email notifications. However, the message looks different from what you are familiar with and will have the format show in figure 1. The options are still the same to allow, deliver, or block, and go to the website to manage your messages. Click *Manage Quarantine* to view the message log with the blocked messages filter.

Figure 1: Sample quarantine email notification

Manage Mail

The Message Log page displays all email messages that come through Email Gateway Defense to your account. You can filter messages by **All**, **Allowed**, **UI Delivered**, **Not Allowed**, **Blocked**, **Deferred**, or **Quarantined** using the drop-down menu. Note that messages are deleted after 30 days. The message log will look similar to figure 2.

Click the **Help** icon ⑦ on the **Message Log** page for more information as well as details on searching for and filtering messages.
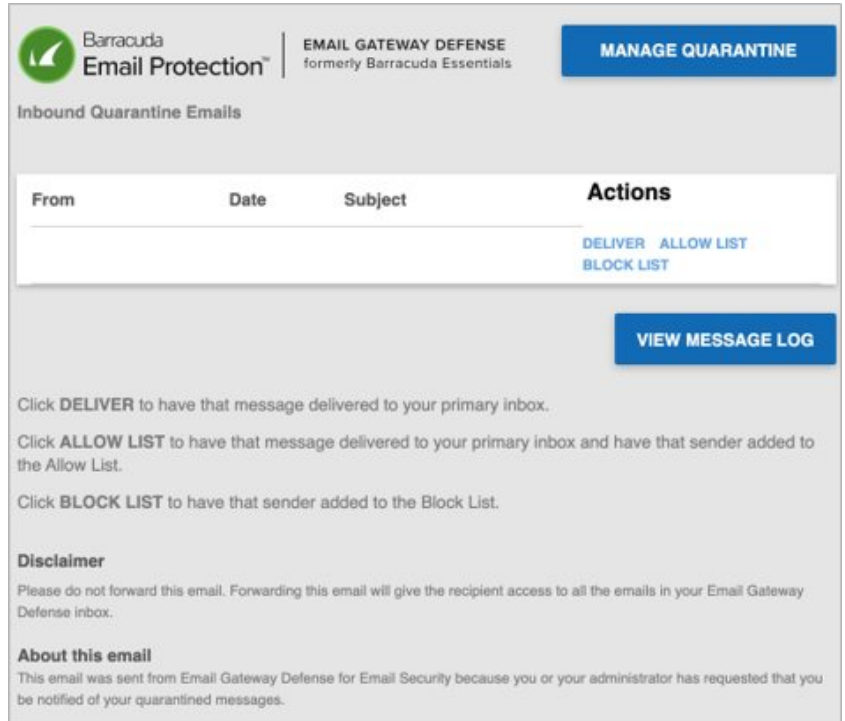
Figure 2: Filter Messages in the Message Log

From the Message Log page, select one or more messages, and then click on an action. To select all messages, select the check box at the top of the Message List.Depending on the message filter, once you select one or more messages, you can add to the **Allow List**, **Recategorize**, **Export**, or **Deliver**.

You can double-click to open a message, which gives you additional options.For additional information, please refer to documents linked below.

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Quarantine Notifications