

UofL IT Sprint Spam Solution Frequently Asked Questions

1. Question:

How do I know all the email addresses assigned to me at the University?

Answer:

If you go to the following URL <http://www.louisville.edu/find.html> and enter your last name, once you find your name in the list and click on it, you will see your contact info and the various email addresses assigned to your name, including your latest PEA (preferred email address). You will need to log into each one of these addresses to see all of your quarantined email.

2. Question:

I have multiple email addresses such as [userid@louisville.edu](mailto:user1@louisville.edu), [userid@gwise.louisville.edu](mailto:user1@gwise.louisville.edu), [userid@netmail.louisville.edu](mailto:user1@netmail.louisville.edu) and first.last.name@louisville.edu do I have to log into each one of them individually in order to check my Spam?

Answer:

Yes but only the first time you log into the accounts. If you set all the email addresses up with the same password after your initial log in, then you may use the “multiple log on” option, so that you can always log into all the addresses at once. Note: When using this feature keep in mind that this option is PC specific, and must also be configured on any other laptops or desktops you may use.

3. Question:

The Spam filter caught a legitimate piece of e-mail. What do I do?

Answer:

You may select the “Salvage selected messages” to send the email to your inbox or if you click on the subject of the message you can select “Report message as false positive” to send the message to your inbox and report it as legitimate email.

You can also forward a copy of the message along with full internet headers (must forward as an attachment, by right clicking and choosing “forward as an attachment”) to our False Positive team at false_positive@global.sprint.com. They will review the message and adjust our filters where needed to prevent the exact message from being tagged as spam in the future.

4. **Question:**

What do I do with unfiltered Spam messages?

Answer:

Please forward a copy of the spam message along with full internet headers (must forward as an attachment, by right clicking and choosing “forward as an attachment”) to our Spam team at abuse@global.sprint.com. One spam message per submission, please. Submitting a group of messages in an attachment is not the best way as much of the original spam message can be lost.

5. **Question:**

How do I reset my password?

Answer:

The option to “reset” your password is available via a link labeled “Forgot password” located at the bottom of the log in page at: <https://spam.global.sprint.com>. It is also common that once your password is changed to one of your choice the change will take up to an hour to process through the system.

6. **Question:**

How do I access my quarantined Spam?

Answer:

The first step is to go to the following URL <https://spam.global.sprint.com>. And enter your email address into the **Username** box, and click on the “**Log – on**” button, with no password included. You will then see the screen change and a message will be displayed above your Username that will indicate that a new password has been sent to that email address. You will then receive an email note from spam@louisville.edu with a new password that will allow you to reset the password to one you choose. Note: keep in mind that these passwords are not synchronized with ULink and will not change as your ULink password does.

7. **Question:**

How long is my quarantine kept?

Answer:

Anything identified as Spam will be stored in your quarantine for 15 days. After the 15th day the mail is deleted automatically and cannot be retrieved.

8. **Question:**

What if the password sent to me from spam@louisville.edu doesn't allow me to log in?

Answer:

In some cases the password re-set feature takes time to propagate through the entire Sprint system. Therefore it is recommended that if you have received an error message that you wait an hour and try it again. Also an important reminder is to make sure that you do not also include the "period (.)" when you copy and paste the password into the password field on the web page.

9. Question:

How do I know if I have quarantined Spam mail?

Answer:

If your quarantined Spam is not checked every 10 days a reminder message will be sent to you from spam@louisville.edu. It is also recommended that you check your quarantine at least once a week. Some legitimate mail can be caught by the filtering system. And unless this mail is retrieved before the 15th day it is received into the quarantine, this mail will automatically be deleted. Once the mail is deleted it cannot be retrieved.

10. Question:

Will I get a notification for each email address that I have Spam quarantined in?

Answer:

Yes you will receive reminder notices for each address you have mail quarantined in. It is also important that you pay close attention to the address and make sure you have logged into this account recently.

Many times users don't realize that they have this address and therefore never log into it. When this occurs the user is surprised and assumes the notice is in regards to a known address that they have recently logged into and is confused as to why they are receiving the notice.

11. Question:

Do I have to check my quarantine?

Answer:

If you don't validate the Spam in the quarantine is unwanted at least weekly you could lose legitimate mail. Once the mail has remained in the quarantine for 15 days it is deleted, and cannot be retrieved.

12. Question:

Can I retrieve my mail from this quarantine?

Answer:

Yes, in order to retrieve your mail from the quarantine all you have to do is click on the subject line of the note in question and once the contents are displayed you will see an option in a drop down box to “salvage” this mail. Click the “go” button and this mail will be automatically sent to your GroupWise or NetMail accounts in-box.

13. Question:

What if the quarantine message does not have a subject line?

Answer:

Click on the message before or after the message that you want to view. Then click on the “<” or “>” button to move to the message with no subject line.

14. Question:

How does this filtering system deal with virus infected mail?

Answer:

Known viruses are identified and dropped from the system. This will prevent you from ever receiving such email into your email or quarantine. This scenario reduces the risk of infection and unwanted mail. Note: Since email is not the only way to infect your machine it is still very important to maintain proper virus protection at all times.

15. Question:

What will happen to the old Spam solution, and will I have to do anything?

Answer:

No action is necessary on your part. The old solution that marked spam with the xxSpam subject lines will stop functioning in January. However if you would like to turn off the service prior to it being de-activated, you can still log into the following URL and adjust your settings.

<https://php.louisville.edu/it/spam/config.php>

NOTE: You may want to adjust and review your GroupWise rules. If the rules you are currently using are written to take action on any subject line with the word “Spam” in them, it could adversely affect your ability to receive legitimate notices from the new system. Please see the instructions for how to set up GroupWise Rules for Spam filtering for instructions.

[GroupWise Spam Rules](#)

16. **Question:**

How do I turn off notification of quarantined mail?

Answer:

Access you quarantine by going to <https://spam.global.sprint.com> and logging in. After login, click on MY SETTINGS on the left hand panel. Go to the bottom of the screen and UNCHECK Spam Quarantine Notification.

Important Facts about Spam:

- **Spam identification cannot be guaranteed.** Its purpose is to ease your burden of identifying spam.
- **Depending on content, legitimate mail may be labeled as spam.** These "false positives" are inevitable, and every effort has been made to reduce their frequency.
- **Be sure to create a "Favorite" in your browser** for easy reference in the future.
- **For spam that is still being delivered to your desktop,** forward the message to abuse@global.sprint.com.
- **Spam Quarantine is available in Non-English languages.** Please make sure the appropriate language is selected under "My Settings." See Section 5 for details.

Tips on Avoiding Spam

The best way to fight spam is to not receive it to begin with. The more people that know your email address, the more spam you are likely to get. If you use your email to purchase from a website, register for information, or maybe just posting to a newsgroup, you will be opening yourself up for spam. Here are a few ways to minimize the chance of adding yourself to more spam lists.

- **Protect your email address** - Create a separate email just for junk. This should be the address you use when shopping online, filling out registration forms, and posting to websites. If this account becomes overloaded with spam, you can simply close it and set up another one, but your primary email is not affected.
- **If you must use your primary email address...** - Check the site's privacy statement. This should state whether or not they sell email addresses. However, remember, if the company/web site goes broke, they might sell customer e-mail addresses regardless of their posted privacy policy. The addresses may be considered as a business asset.
- **Expect any "unsubscribe" facility to fail** - While some sites are legitimate and will remove your address, many more won't and they will know they have a 'live one' when you submit the address.
- **Never buy items advertised in spam** -This just makes spam profitable to the spammers!

