

K12 Spam Management

<http://spam.k12.sd.us>
Blocked Emails from parents

If a person (student, parent, etc...) has indicated they sent you an email, but you did not receive it, it's possible it was blocked as SPAM from the K12 Data Center. You can manually release the email, which should send it directly to your email inbox.

Go to <http://spam.k12.sd.us>

Log in with your email credentials, and click OK.



This will log you into the K12 MailMarshall website.

In this website you can unblock both email addresses and senders.

When you get logged in, search the main page for the email and sender. If you find the email, check mark it, and select the unblock button.

MAILMARSHAL
Spam Quarantine Management

Home Blocked Mail Manage Senders User Settings

Mail Search

Welcome K12SD1cv019 You have 29 new blocked emails

Blocked Messages

Today's Data

Allowed	10 (8%)
Blocked	114 (91%)
Total	124

This Week's Data

Allowed	10 (8%)
Blocked	114 (91%)
Total	124

This Month's Data

Allowed	82 (6%)
Blocked	1165 (93%)
Total	1251

Latest Blocked Mail

Unblock Safe Sender Block Sender Delete

<input type="checkbox"/>	From	Subject	Size	Date
<input type="checkbox"/>	Ftldbit@rockymountainnews.com	Amazing and cheap online pharm	1370	1:44 PM
<input checked="" type="checkbox"/>	alg.wixon@k12.sd.us	April promo on watches	1643	1:36 PM
<input type="checkbox"/>	sherman@caans.com	how long to get out of debt	1100	1:33 PM
<input type="checkbox"/>	drjaykrew@gmail.com	85% off for aut-vlamindk	872	1:27 PM
<input type="checkbox"/>	NadineapocalypseRicks@redrossia.com	Luxurious costume replica watches at ...	1364	1:23 PM
<input type="checkbox"/>	SadiebuttrissSwift@yahoo.com	is ROLEX under 199 \$ good for you?	1407	1:20 PM

You can also search for your missing email, using the search field. Examples of what to search for would be the sender email address, sender name, or email subject.

The screenshot shows the MailMarshal Spam Quarantine Management interface. At the top, there are navigation buttons: Home, Blocked Mail, Manage Senders, and User Settings. A search field labeled "Mail Search" is highlighted with a red box. Below the navigation bar, there is a welcome message for user K12SD1\cv019 and a notification that there are 29 new blocked emails. The main content area displays "Blocked Messages" with three pie charts for "Today's Data", "This Week's Data", and "This Month's Data". Each chart shows the ratio of allowed (green) and blocked (red) messages. Below the charts is a table of "Latest Blocked Mail" with columns for From, Subject, Size, and Date. The table lists several blocked messages with their respective sender addresses and subjects.

If the missing email message is not in this list, click on the Blocked Mail button on the top of the screen.

In the blocked mail screen, you can also click on the desired email message, and the unblock button.

The screenshot shows the MailMarshal Spam Quarantine Management interface with the "Blocked Mail" button highlighted in purple. Below the navigation bar, there is a search field labeled "Mail Search". The main content area displays "Blocked Mail" with a folder icon and a dropdown menu showing "All Folders (1000)". Below the folder information, there are four buttons: Unblock, Safe Sender, Block Sender, and Delete. The "Unblock" button is highlighted with a red box. Below the buttons is a table of blocked messages with columns for From, To, Subject, Size, and Date. The table lists several blocked messages with their respective sender addresses and subjects.

You can search for email messages the same way you did from the MailMarshal home page.

If you are receiving unwanted SPAM messages, or if the same email address is being unnecessarily blocked, you can block and allow email addresses in the Manage Senders page.

Click on the Manage Senders tab on the top of the screen. In the Manage Senders tab, fill out the text box on the right-hand side of the screen. Make sure you have correctly selected to block, or allow the sender, and click on the Add button.

The screenshot displays the MailMarshal Spam Quarantine Management interface. At the top, there is a navigation bar with tabs for Home, Blocked Mail, Manage Senders (which is highlighted in purple), and User Settings. A search bar labeled 'Mail Search' is also present. Below the navigation bar, the 'Manage Senders' section is active. It contains two main panels: 'Blocked Senders' and 'Safe Senders'. The 'Blocked Senders' panel includes instructions: 'Specify email addresses that should always be blocked.' The 'Safe Senders' panel includes instructions: 'Specify email addresses that should never be blocked. Mail from these addresses will be sent directly to your mailbox.' To the right of these panels is a form titled 'Email Address or Domain'. This form has two radio buttons: 'Block this Sender' (which is selected) and 'Allow this Sender'. Below the radio buttons is a text input field. An 'Add' button is located to the right of the input field. Below the input field, there is an example: 'Example: support@marshal.com or *@marshal.com'. The 'Email Address or Domain' form is highlighted with a red border in the image.

This will either block or allow a specific sender.

If you have any questions, please contact someone in the Technology Department.

Below are the Help Documents from the K12 MailMarshal page.

MailMarshal Spam and Quarantine Management Website

This Web site lets you manage email messages that have been blocked by MailMarshal.

You can see a listing of blocked email that is addressed to you. You can unblock any email that you want.

Depending on the features that your email administrator has set up, you may also be able to do some or all of the following:

- Add senders to a safe list of addresses that will never be blocked.

- Add senders to a blocked list.

- Review email for all your email addresses or usernames with a single login.

- Let another user review your blocked email.

- Review email in several different folders.

Page heading and site navigation

The section at the top of each page allows you to navigate the site, change your password, and perform a quick search for blocked mail. To learn more, see the [Site Navigation](#) help.

Information on this page

The SQM home page gives you a quick overview of blocked messages. The information includes:

User name

Shows the email address or Windows username that you have used to log in to the site.

New blocked emails

Shows the number of email messages that have been blocked for review since you last visited.

Pie charts

Graphically show blocked email (red section) as a proportion of all email addressed to you. Separate charts are provided for today, this week, and this month.

Note

- The daily statistics are reset at midnight.

- The weekly statistics are reset on the first day of the week, as set on the web server.

- The monthly statistics are for the calendar month.

Latest blocked mail

Shows the latest new blocked email for your email address. You can take the same actions as on the main [Blocked Mail](#) listing. To see the full Blocked Mail listing, click **View All**.

Note

This list does not include any mail for other users who may have delegated you to review their blocked mail.

What is MailMarshal?

MailMarshal SMTP (MailMarshal) is an email security and anti-spam product installed at your organization.

If you have any questions about MailMarshal, contact your email or IT helpdesk.

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Blocked Mail

This page allows you to review and take action on email messages that MailMarshal has blocked.

Folder Selection

This section allows you to choose a username and a folder to view

User Names

This menu displays if you have the right to review mail for more than one user. Select a user from the menu to review their mail.

Note

This menu will not display if you do not have the right to review mail for other users. You do not need to select anything to see mail for all addresses that "belong to you." **All** mail for a single user will display in one set of folders.

Folders

This menu allows you to review blocked mail by folder. The number shown indicates the number of messages in each folder. Select a folder, or select **All Folders** to see a single

listing. **To delete all messages in a folder**, click the  button.

Action buttons

These buttons allow you to take action on the messages you have selected in the listing.

Unblock

Release the selected items from this quarantine folder. Usually these items will be delivered to you immediately.

Note

MailMarshal continues processing of the items. If another quarantine action happens, the message might be blocked again before it is delivered to you.

Safe Sender

Add the senders of the selected messages to your personal safe senders list.

Block Sender

Add the senders of the selected messages to your personal blocked senders list.

Note

For more information about Safe and Blocked Senders, see the [Manage Senders](#) page help.

Delete

Delete the selected messages permanently.

Note

Messages that you do not delete will be deleted automatically (by default, after 7 days).

Message listing

This list shows blocked mail in the selected folder. By default the latest messages are shown at the top.

If the list includes more than one screen of messages, you can navigate between screens using the number, **Prev**, and **Next** buttons at the bottom.

To select items that you want to take action on, check the box by each item. To select all items, check the box in the list heading.

To view more details of a message, click the subject.

To sort by a column, click the column header. To reverse the sort order, click again. Sorting sorts the entire list (not just one screen).

Messages that display a  have attachments.

Manage Senders

This page allows you to manage lists of safe and blocked email addresses. Email sent to you from the "safe" senders will never be quarantined by MailMarshal anti-Spam policies. Email sent to you from the "blocked" senders will always be quarantined by MailMarshal.

The blocked and safe sender lists affect all email addresses that belong to you. For a list of these addresses, see the [User Settings](#) page.

The lists on this page show all addresses that are currently safe and blocked senders.

Note

MailMarshal refreshes its blocked senders and safe senders information four times an hour. Your changes can take 15 minutes to take effect.

The exact effect of the safe and blocked senders entries depends on rules configured by your email administrator.

To add a safe or blocked sender:

1. Enter the address you wish to add in the top field.
2. Select **Block this sender** or **Allow this sender**.
3. Click **Add**.

Note

You can enter a complete email address such as `Joe@example.com`. You can also add wildcard expressions to the list: for example,

- `*@example.com`
- `*@*.example.com`
- `*@example.*`

To edit an email address in either list:

1. Click the **Edit** icon for the address.
2. Make the desired changes, then click the **Save** icon for the address.

To remove an email address from this list, click the **Delete** icon for the address.