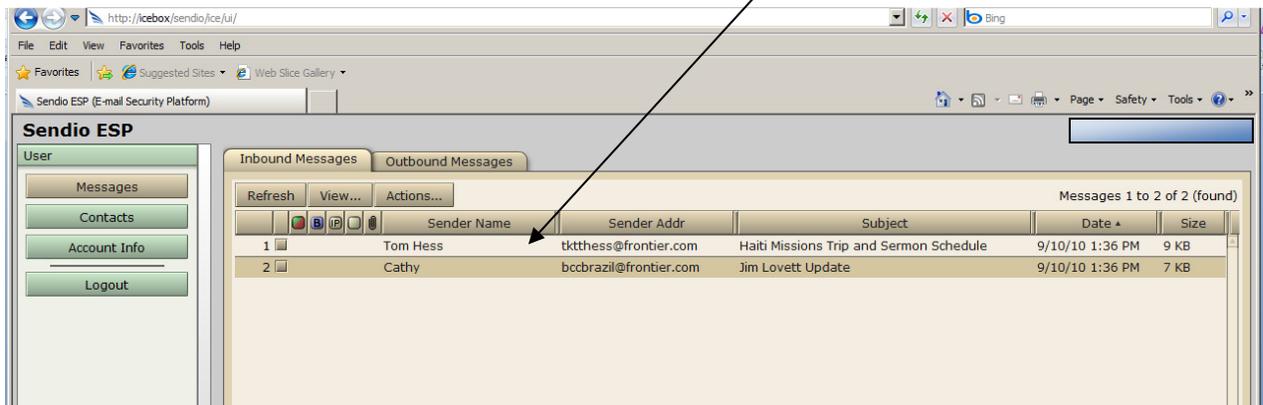


Sendio Icebox Email Filter

The new email filter has some of the same features as the old one, but is much more streamlined and user-controlled. The idea behind the Sendio email filter is to do a backwards-type email filtering: most filters send through anything that could be good and users have to block those messages they get that are indeed spam. Sendio uses a whitelisting process where it ONLY sends messages it knows are good (either from globally-set rules or user contact lists) and holds the rest in something called an ICEBOX.

Every user has his or her own Icebox, which can be thought of as a quarantine. To get to your Icebox from school, simply type the word icebox in the address bar of Internet Explorer and hit Enter. At home, you can get to it by going to <http://icebox.gws.k12.in.us>. Your username is your FULL email address (e.g. rrinehart@gws.k12.in.us) and your password is your normal email password.

The Sendio classifies each incoming message as allowed, pending but not bulk, and pending bulk. When you log into your Icebox, the default view is the list of pending not bulk messages, which are essentially the ones that Sendio thought you MIGHT want, but wasn't 100% sure. (Note: in the following screen shots, some things are grayed out to protect the innocent 😊)

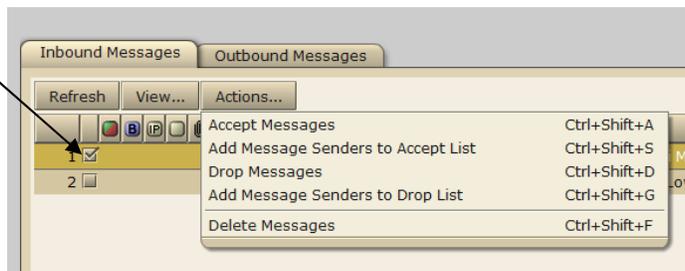


You have five choices for these messages:

1. Make the sender a trusted sender so that all emails from them will go through
2. Accept just this message from the sender, but not any future emails
3. Drop this one message (essentially marking it as "bad" and taking it out of this queue)
4. Drop the sender (which will keep any future emails from the sender to be delivered to the pending not bulk box)
5. Let it sit there for 14 days and it will go away

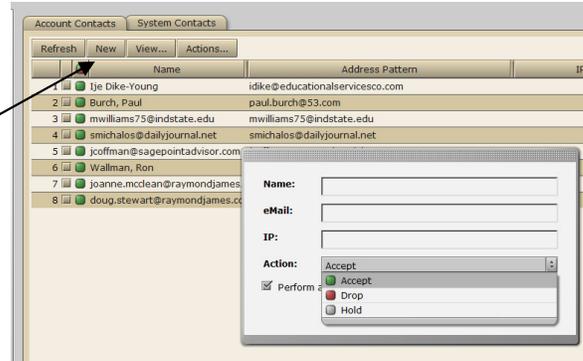
For any of the first four, put a check in the box next to the message and choose the desired action from the menu:

After the command processes, you will receive a confirmation. If you have accepted a user or message, it may take a few minutes for the message to get to you.



As you start to accept users from your Icebox, you will notice that your email will start flowing much more smoothly and without the dreaded Viagra ads. Also, senders have the option of responding to a challenge email which will cause their emails to be sent through and thus added to your contact list.

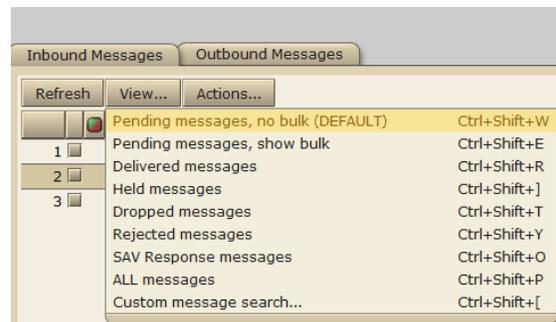
If you prefer to be more proactive, you can manually add contacts to your account. Click on Contacts on the left side of the screen. You will see all of the contacts that have been added (green means accept, red means deny). To add a new contact, just click the New button on the toolbar above the first contact.



The only things you have to fill in are the email address of the sender and the Action to take with their messages. You can also create general rules by using wildcards:

Say for example, you are part of a listserv where the messages always come from and address at mylistserv.edu, but the sender is different every time. If you make a contact to accept with the email address of *@mylistserv.edu any sender with that pattern will be accepted (e.g. tsmith@mylistserv.edu, jjones@mylistserv.edu). The key in this example is the asterisk, which is the wildcard.

Occasionally, a message that you want to receive will be classified as something that Sendio does not want to send. To retrieve messages out of the depths of spam, click the Messages button on the left, then click on the Inbound Mail tab and then click View.



The options you will be interested in are:

1. Pending no bulk (which is the default that you have been using)
2. Pending show bulk: this is where many of the listservs you subscribe to will be found
3. SAV Response messages: these will be the challenge emails sent on your behalf
4. ALL messages: not for the faint of heart, but this is everything that has been sent to you good, bad, or ugly
5. Custom message search: search for messages by sender, status, or a variety of other options

Sometimes, messages will have little blocks with letters next to them like this:



The blue B shows that this was classified as bulk mail and the black IP means that it is coming from an address that Sendio knows is suspicious. Good messages can also have letters such as L for listserv.

Finally, to sort any of these lists, just click on any of these buttons above the messages:

