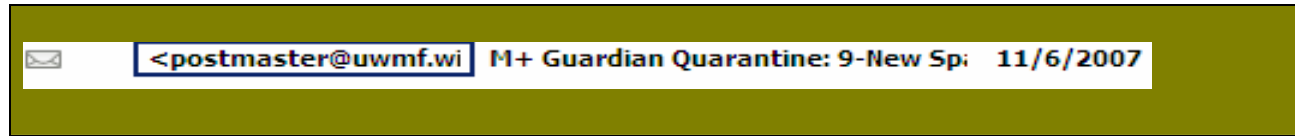


Managing Your Spam Snapshot

You will receive daily emails from "postmaster@uwmf.wisc.edu"



Open the email to see the most recent additions to the contents of your spam folder.

You do NOT have to follow the link to manage your quarantined files.



Scroll down the list that follows to identify any legitimate emails.

"Serene Andrade" <pbition@pestpatrol.com>	Bachelors, Masters, MBA can be yours	Release
Allow		
"Raymond Moss" <rmos@Spammers.edu>	Learn German in 3 Lessons \$29.95	Release
Allow		
"Official Site" <palomino@fakemail.net>	November Sale Everything 79% OFF	Release
Allow		
"IT Staff DFM" <allDFM@fammed.wisc.edu>	Important Computer Information	
Release	Allow	

If you discover an email that you want to receive, select "release" and "allow".

"Release" sends the email to your inbox

"Allow" trains the system to accept emails from this source in the future.

You don't need to "manage" or delete any of the remaining spam emails in your folder. If you don't want it, the M+ Guardian system will

automatically delete the spam email 14 days after it has been received.

Spam FAQ's

Why are we using a new spam system?	The new spam system is an outcome of moving GroupWise email services to UWMF.
How do I get access to a legitimate email that was flagged as spam?	You receive a daily email from M+ Guardian. This daily email displays all of your email suspected of being spam. Follow the instructions on the Managing Your Spam Snapshot sheet.
Why do I get these M+ Guardian notifications?	This M+ Guardian email gives you a daily accounting of what email is in your spam quarantine. The M+ Guardian daily email allows you to assess if any legitimate email has been flagged as spam.
I liked the old spam system better because I didn't have to look at the spam. Why can't we go back to the old spam system?	We believe this is a positive change and provides a better spam management service because it offers you more control to train the spam system to fit your needs. We are continuing to collaborate with the UWMF to ensure the new spam solution provides the same satisfaction level as the previous spam solution.
Why is legitimate email being flagged as spam?	Spam management is not an exact science, and spam management systems use a variety of metrics to determine if an email message is spam. Because spammers change their methods frequently, spam management can never be 100% effective. There will always be legitimate emails that are flagged incorrectly as spam.

	<p>Spam management systems have to be trained and updated. Global processes are in place for the M+ Guardian system to receive routine spam blocking updates.</p> <p>The M+ Guardian notifications provide you with more control to view your spam quarantine and assess if any legitimate email has been flagged as spam.</p>
<p>Why do I need to look at the emails in my spam quarantine?</p>	<p>The old DFM spam management model entailed ITS analyzing spam logs and making our best assessment if a legitimate email had been flagged as spam. In the old spam model, legitimate email caught in the spam filters ran the risk of being undetected because you were not given the opportunity to view emails in your spam quarantine.</p> <p>The new spam model is in conjunction with UWFMF and provides you direct access to view your spam quarantine and assess if you have a legitimate email mistakenly caught by the spam filters. This model is becoming an industry trend because it offers end users more control in the spam management process.</p>
<p>Do I have to delete spam messages showing up in my M+ Guardian folder?</p>	<p>No. Our recommendation is to maximize your time by opening your M+ Guardian email and doing a quick check to see if any legitimate emails were flagged as spam. You don't need to delete any email in your spam folder.</p> <p>M+ Guardian system will automatically delete spam emails over 14 days old.</p>
<p>What if I selected "release" and "allow" on an email that is really spam?</p>	<p>Follow the link in your M+ Guardian daily email that says: "Click here to manage your quarantine". Enter your email address and password.</p>

	<p>Click on the "Lists" tab at the upper right of the screen.</p> <p>Locate and highlight the spam entry on the list and choose delete.</p>
<p>Why are some files like pictures or movies being blocked?</p>	<p>Incidental personal use of email is understood and accepted. However, personal pictures or personal movies should be sent to a personal email account rather than a work email account.</p> <p>For blocked email attachments, you will get an email notification that an email attachment was blocked. To unblock a work-related email attachment, please call the UWMF/UWHC Help Desk at 608-265-7777.</p>
<p>Is there a file attachment size limit?</p>	<p>15MB is the file size limit on email attachments.</p>
<p>Why is some spam getting through directly to my inbox?</p>	<p>Spam management systems have to be trained and updated. Processes are in place for the M+ Guardian system to receive routine spam blocking updates, and we continue to work with UWMF on spam management.</p>
<p>Who do I contact if I am having problems and/or need more help?</p>	<p>Call the UWMF/UWHC Help Desk at 608-265-7777</p> <p>If you are unable to resolve the spam issue or need further assistance, you can contact the DFM Helpdesk at 608-265-2868.</p> <p>DFM IT is working collaboratively with UWHC/UWMF to create a shared Helpdesk ticketing system so that Helpdesk tickets can be easily created and tracked across organizations and would reduce to call two different Help Desks.</p>

How much spam does DFM receive?	60% of email received at DFM is spam. Some research indicates that spam represents 73% of all global email.