

SOPHOS EMAIL QUARANTINE – reducing spam emails

Most spam email will be blocked and rerouted automatically by Sophos, instead of showing up in your inbox. If this happens you will receive, daily at 3pm, an email with the subject “Quarantined spam and bulk messages” The summary email will list all spam that was quarantined for the previous 24 hours. EXAMPLE EMAIL BELOW
Note: If you do not receive any spam email, you will not receive a summary email.

The summary email outlines 2 Options for retrieving or allowing flagged emails and/or senders to your inbox.

Option 1- is a quick way to allow the blocked email into your inbox. This is done from the summary email.

Option 2- is used to approve the sender and any future emails from them. This is done from the portal.

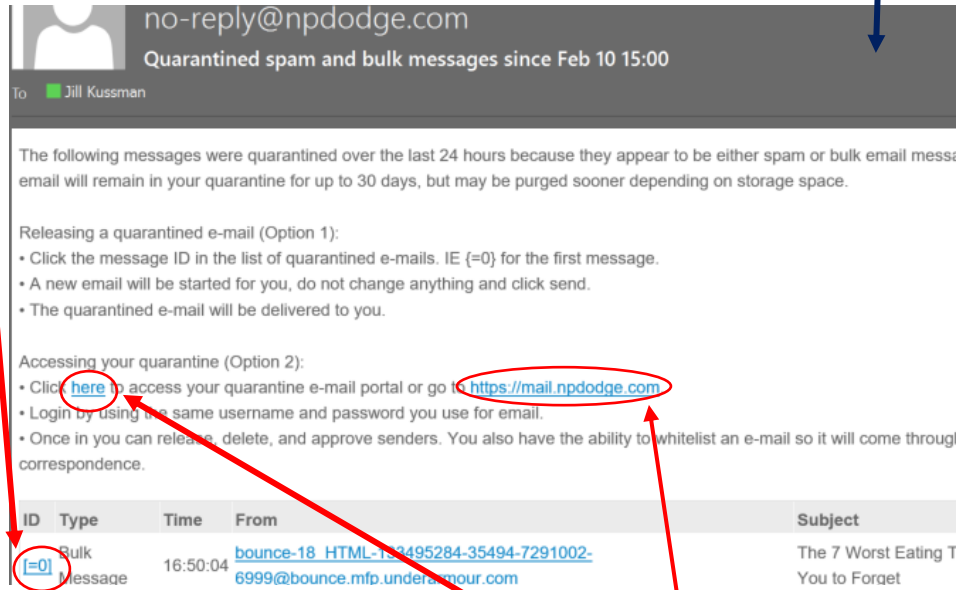
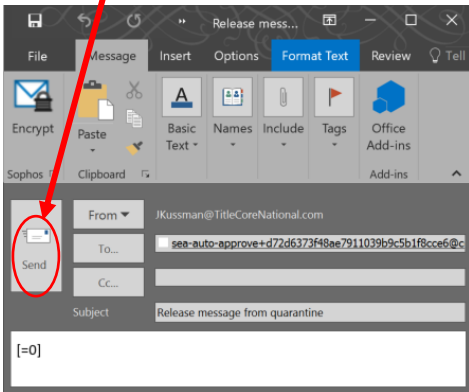
OPTION 1

RELEASING AN EMAIL TO YOUR INBOX:

1-In the summary email click message “ID”

2-Click “Send” on the new message that opens

The message will be delivered to your inbox

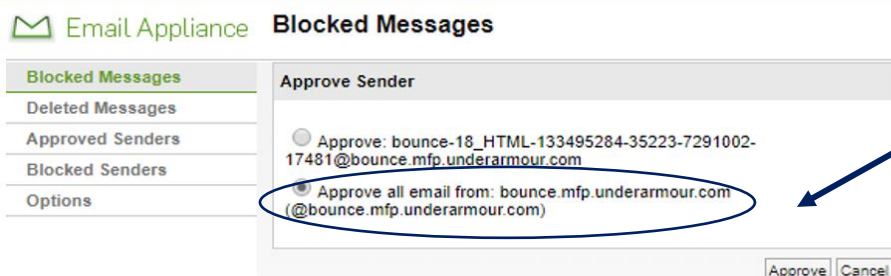
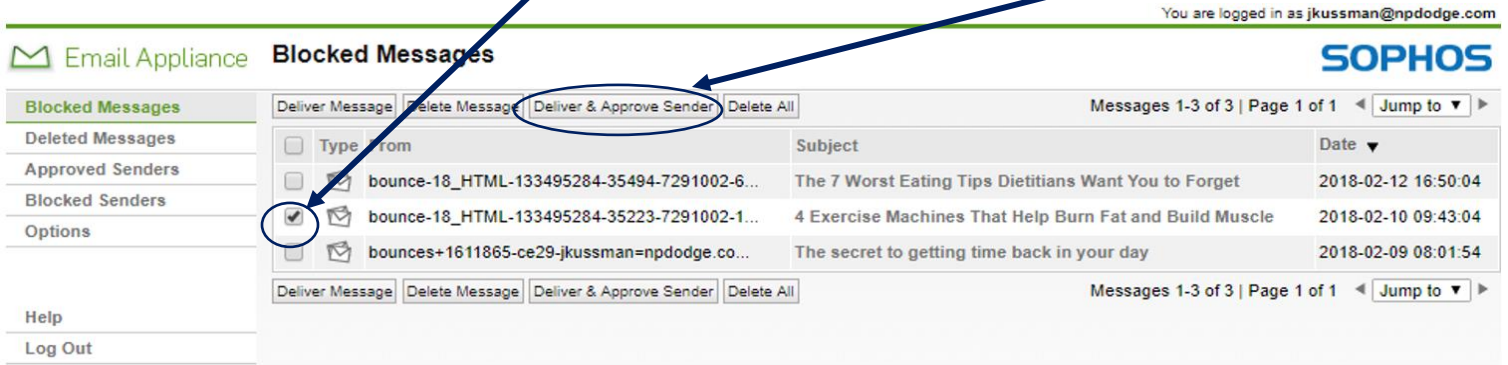


OPTION 2

ACCESSING THE QUARANTINED PORTAL to release and approve senders for future emails:

1- Click “here” under Option 2, within the summary message or go to <https://mail.npdodge.com> to access the quarantined portal. Login to the portal using your normal username/password credentials

2-You will see a list of recently Blocked Messages. Check mark the message/sender you want to approve, then click the Deliver & Approve Sender button.



3-Choose the “Approve all email from:” to allow future emails from this sender. Click Approve to complete the request.