

UNBLOCKING WANTED EMAIL USING SENDIO I.C.E BOX

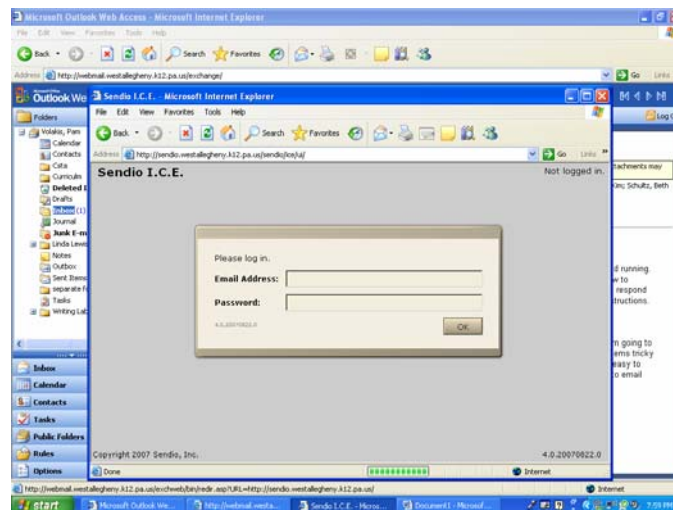
The I.C.E. Box uses Sender Address Verification (SAV) to block unwanted emails and reject viruses before they hit your mail server. Most importantly, messages are not mistakenly identified as spam and diverted to a junk or bulk mail folder.

Usability Note: *Internet Explorer 6.0+ and Mozilla Firefox are the supported browsers. Safari is not a supported browser. Adobe Flash Player is also required for proper operation.*

Steps needed to unblock wanted emails:

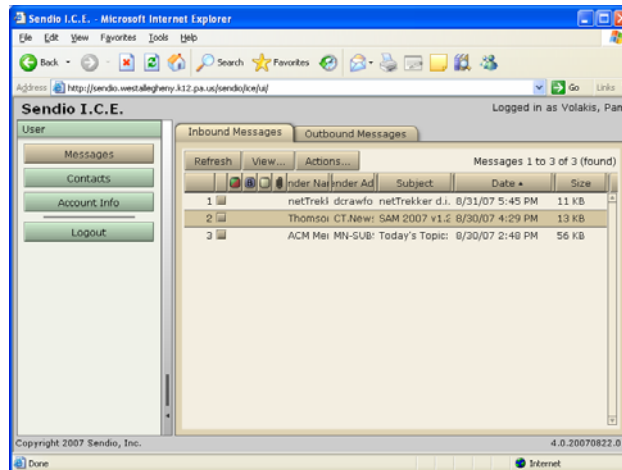
1. To access the filter follow this link: sendio.westallegheny.k12.pa.us.

The following dialog box will appear:



2. Enter your email address and school password to access the system.
3. Press OK

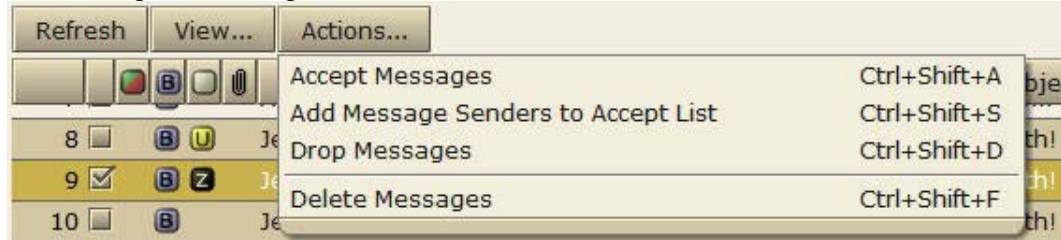
4. The following User View screen will appear which includes 4 menu options on the left side and will automatically display your **queued Messages**:



5. The Inbound Messages tab displays messages waiting for your acceptance or rejection.
6. The **View button** above the messages makes the Message Queue easier to manage. Each view represents search performed by the ICE Box.
- Below describes 3 of the option to select. It is recommended to use **Delivered messages** for all messages or **Pending Messages**:
 - Pending Messages Options**
Inbound Message queue will hide the bulk messages from view unless the second option in the list is selected which will reveal these messages. **When first activate the system will block all email sent to your email system.** However, it may also prevent delivery of email that you may actually wish to receive (e.g., notifications from industry experts, e-Newsletters, receipts for airline reservations). In order to ensure you receive these machine generated email messages, you will need to add these senders to your accept list.
Check the Inbound Message Queue each day until all the machine-generated messages that you wish to receive have been added to your accept list (refer to the "Contacts" section on creating an accepted contact).
 - The all Message option will show all messages blocked. Refer to page 5 of the user guide for the meanings.

7. **Actions Button** is where you will mark if you would like to continue to receive email from that source.

a. There are four options in this menu that result in a specific action on the message or messages selected.



b. In order to choose multiple messages, select the first message in the group by clicking anywhere in that line EXCEPT for the check box. Hold the shift key and select the last message in the group in the same fashion. All of the messages in the group will be highlighted.

c. **Accept Messages:** If you wish to receive the selected message(s), choose this option and the message(s) will be delivered to the top of your inbox.

d. **Add Message Senders to Accept List:** If you wish to receive the selected message(s) and all future messages from the same source, choose this option, and the message(s) will be delivered to the top of your inbox and the message source will be added to the accepted contact list. All future messages from this sender will be delivered to your inbox immediately upon arrival.

e. **Drop Messages:** Selecting “Drop messages” deletes the selected message(s) and erases any record of the message(s).

f. **Delete Messages:** Selecting “Delete Messages” deletes the message(s) from your message queue, but keeps a record of the message(s).

Check the web site each day until all email messages that you wish to receive have been added to your accept list. Once this process is completed (usually in one week), you may not need to view the Inbound Message Queue again. If you subscribe to a new machine generated email source or make an online purchase that sends a receipt via email, you may need to re-check this view to accept the message source.

Contacts

1. The “Contacts” menu option on the left side of the User View presents a list of contacts as shown below:



The screenshot shows a window titled "Account Contacts" and "System Contacts". It has a toolbar with "Refresh", "New", "View...", and "Actions...". The main area is a table with columns: Name, Address Pattern, IP Address, and Added. There are three contacts listed, each with a small icon to its left.

	Name	Address Pattern	IP Address	Added
1	Noee Willard	ukaxges@hudandmarywilson.com	*	1/22/07 12:05 AM
2	Lilia Mcdaniel	cmorfis@afri.com.au	*	12/21/06 2:33 AM
3	Monique Mcdellan	tkope@fiber-span.com	*	7/22/06 5:11 PM

2. The **Contacts view** displays a list of known senders whose messages are automatically handled by the I.C.E. Box.
 - a. A green dot indicates that the sender is on your “Accept List,” and messages from this sender are immediately delivered to your inbox.
 - b. A red dot indicates that the sender is on your “Drop List,” and messages from this sender are immediately dropped and will not be delivered to your inbox.
 - c. A white dot indicates that messages from this sender will be held in the message queue.

Senders should be placed on your Drop List only in rare cases where messages are reaching your inbox from an unwanted source.

If you would like to change a contact from an accepted contact to a dropped contact, double-click the contact in the list and an edit contact window will be displayed. Modify the contact as needed, and save the changes.

3. New Button

- a. Click the “New” button or select “New Contact” from the “Actions” list to add an individual sender to your contact list. A data entry window will be displayed. Enter the contact name, email address and the action that should be taken on messages that are received from these contacts. IP address is optional.
 - i. Enter the new contact name.
 - ii. Enter new email address in E-mail.
 - iii. Enter * in the IP box