

# SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

## MS EXCHANGE ONLINE PROTECTION (EOP)

### EMAIL SPAM BASICS

#### Purpose

SASD uses a product called MS Exchange Online Protection (EOP) to filter out unneeded email (commonly called SPAM). This handout describes how to use our EOP filtering system.

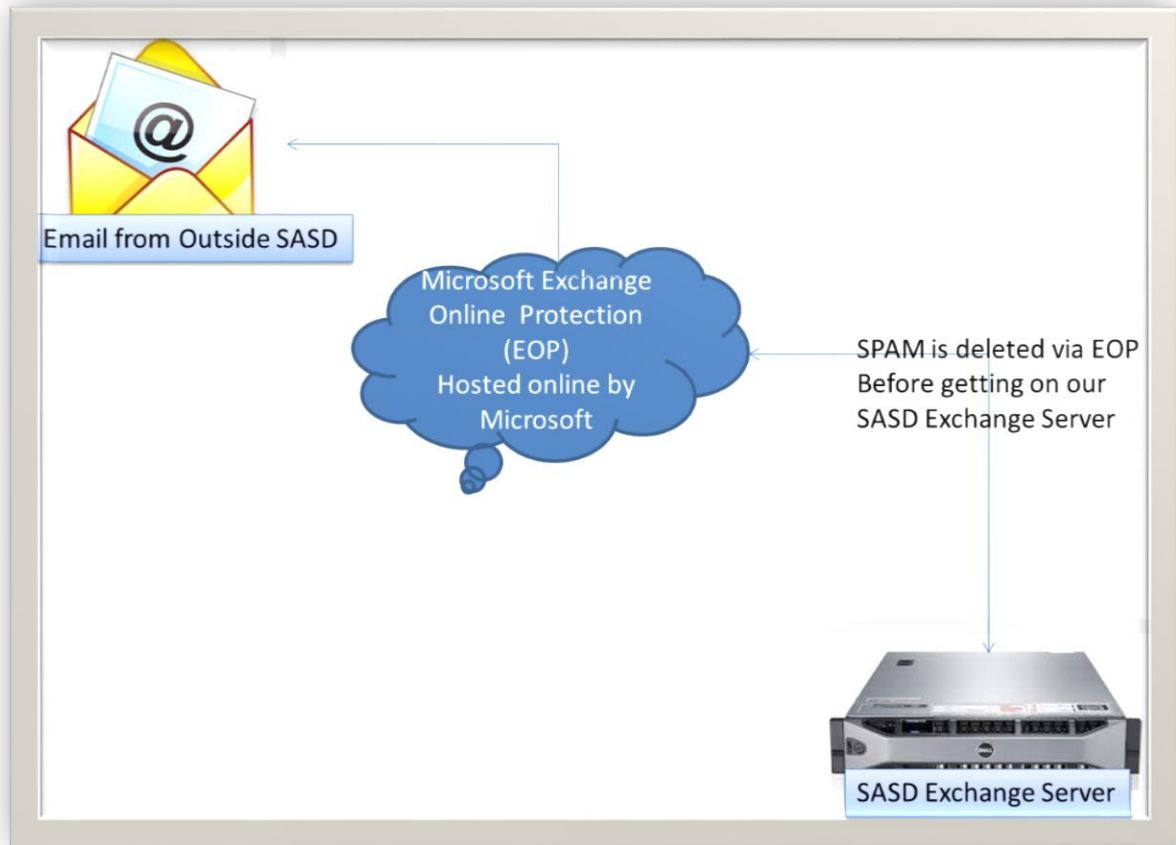
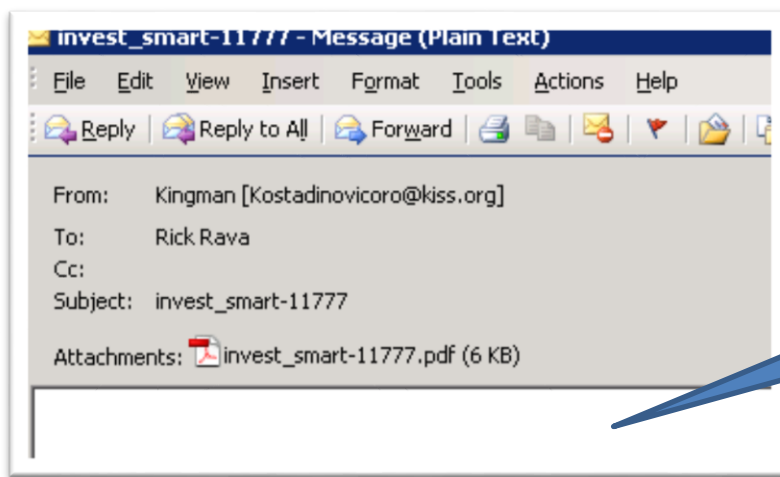


Figure 1 - How EOP SPAM works at SASD

#### What Does EOP Protect Us From?

- Email SPAM (unwanted emails).
- Email Viruses.
- Image SPAM (unwanted emails sent as images or PDFs).
- Denial of Service Attacks.
- Anti-Phishing.

Here's a sample SPAM email:



In this example, the email was a fake investment email. **Rule of Thumb: If you do not know who the sender is, do not open the email.**

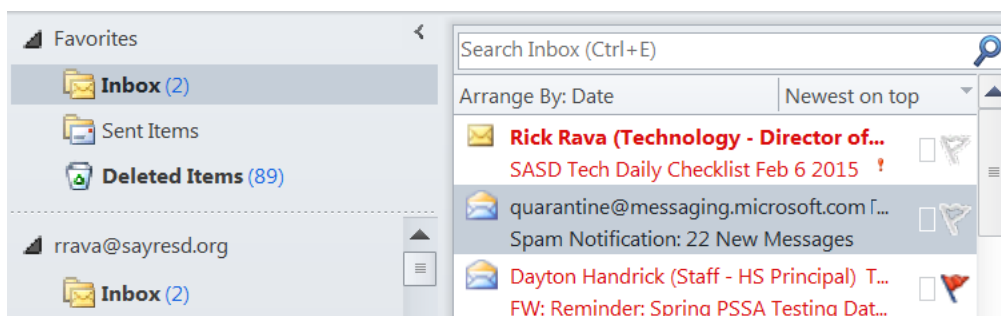
## Who Is Responsible For Maintaining Quarantined / Blocked Email Messages?

- Each SASD user will be responsible for maintaining your own personal quarantined messages.
- User quarantines will only hold the last **14 days worth** of email messages. Messages older than **14 days** will be automatically purged, and will not be recoverable.
- Please check your quarantine regularly (at least daily) for any “false positive” messages – it is simple to manage, and only takes a few minutes to. Messages within the quarantine will be sorted from top to bottom with the top most messages being more likely to be false positives.

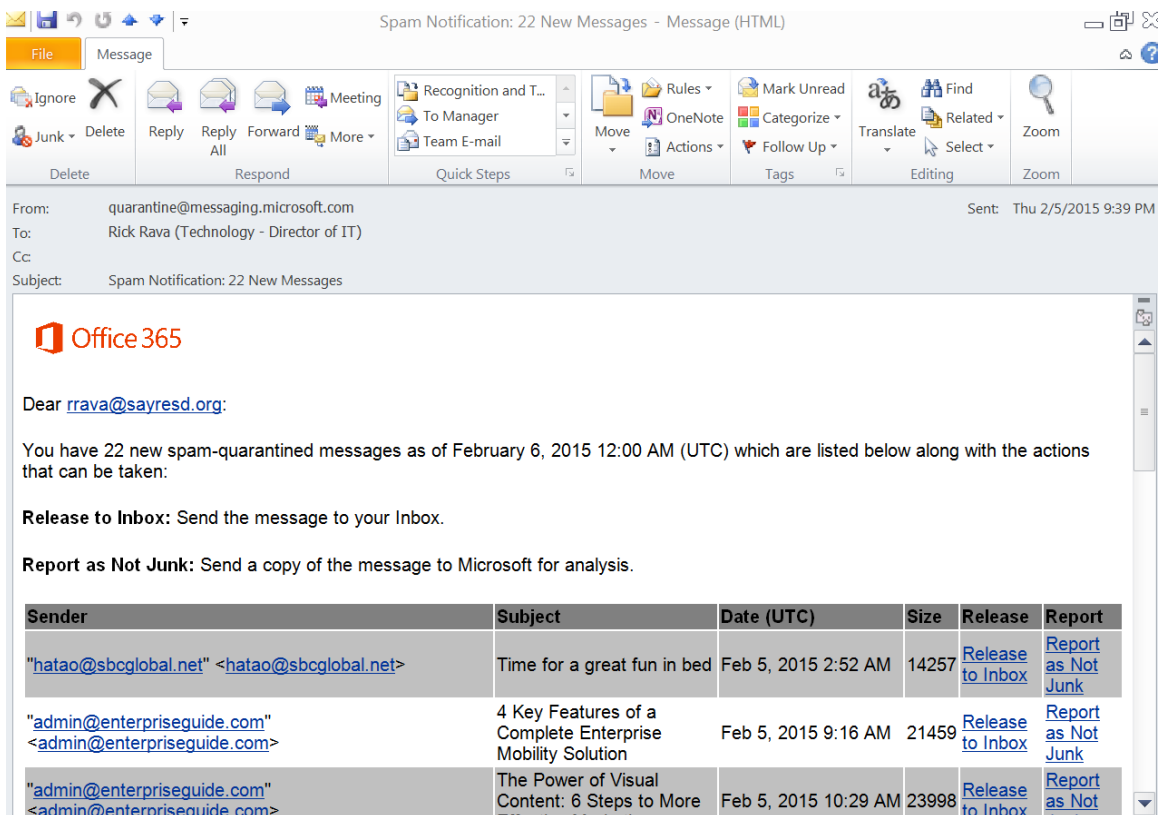
**IMPORTANT:** Each user does not have to delete the SPAM messages that MS EOP detects – MS EOP will automatically delete the messages once they are over 14 days old.

## How Can I Check TODAY’s MS EOP Quarantined Messages?

Each day for any blocked SPAM email messages, you will receive an email in your inbox (see sample below):



Open up the email



You will now see all of your SPAM for that specific DAY. Just review all the messages and any that are not SPAM just click on the Release to Inbox (next to that specific email message)

**PLEASE NOTE:** It is key to check your SPAM each day in case of a valid email message being blocked.

## How Can I Check ALL of my MS EOP Quarantined Messages?

**PLEASE NOTE:** This will allow you to review ALL of your messages that are blocked for the last 14 days.

Start up Internet Explorer

Go to our website [www.sayresd.org](http://www.sayresd.org)

Click on the **Email** Quick Link – the following screen appears:

**EMAIL**

(Sayre Area School District Employees and Students Only)

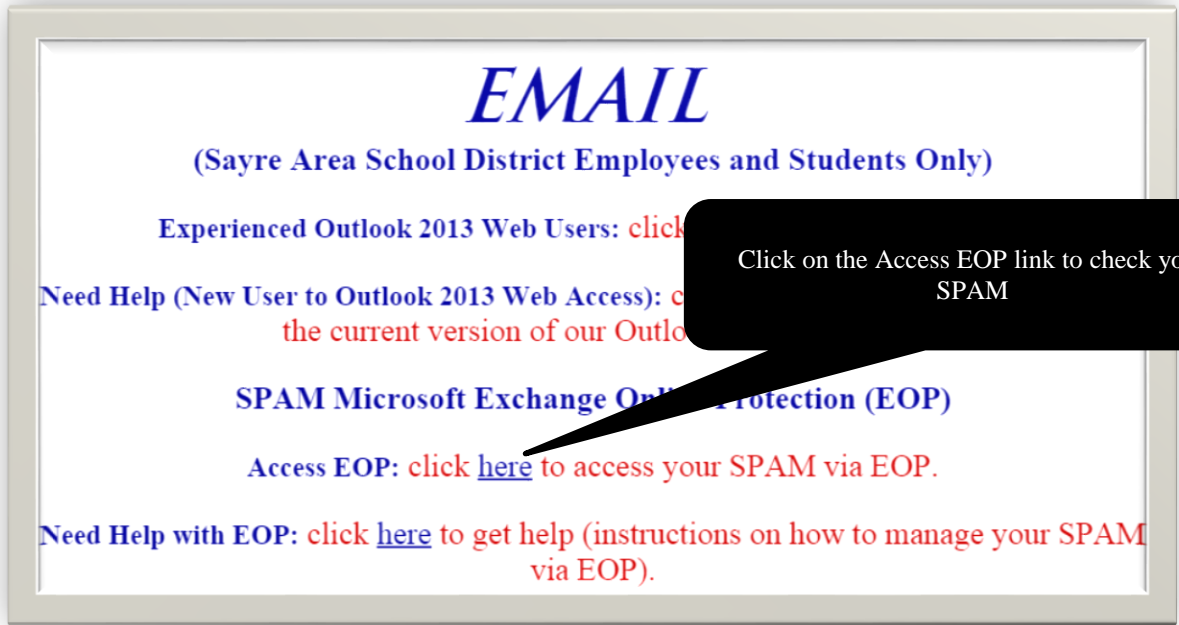
Experienced Outlook 2013 Web Users: [click here](#)

Need Help (New User to Outlook 2013 Web Access): [click here](#)  
to access the current version of our Outlook

**SPAM Microsoft Exchange Online Protection (EOP)**

Access EOP: [click here](#) to access your SPAM via EOP.

Need Help with EOP: [click here](#) to get help (instructions on how to manage your SPAM via EOP).



A screenshot of a web page titled "EMAIL" for Sayre Area School District employees and students. It provides instructions for accessing SPAM via EOP. A black callout bubble points to the "Access EOP" link, containing the text: "Click on the Access EOP link to check your SPAM".

Click on the Access EOP link – the following screen appears:

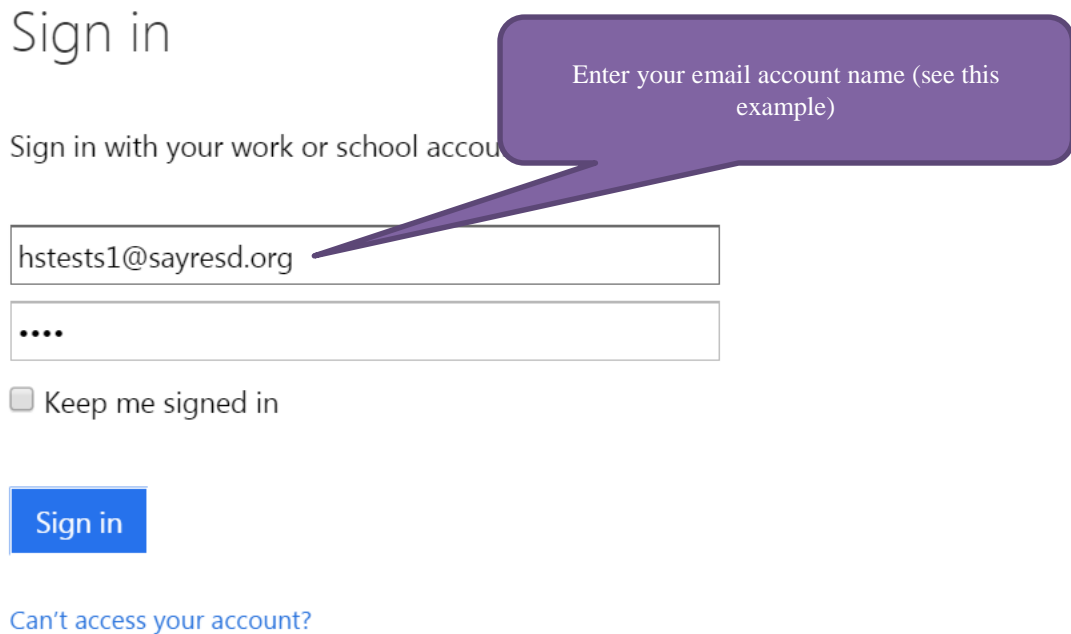
Sign in

Sign in with your work or school account

Keep me signed in

[Sign in](#)

[Can't access your account?](#)



A screenshot of a sign-in page. It features a "Sign in" heading, a prompt to sign in with a work or school account, and two input fields. The first field contains the email address "hstests1@sayresd.org". A purple callout bubble points to this field with the text: "Enter your email account name (see this example)". Below the fields is a "Keep me signed in" checkbox and a blue "Sign in" button. A link for "Can't access your account?" is also present.

Type in your email address (see the above example)

Type in your password

Click on Sign in

## quarantine

Review items in your quarantine. You can release selected message(s) and, if incorrectly detected as junk (spam), you can also report it as not junk.



SENDER	SUBJECT	RECEIVED	EXPIRES
Please wait...			

In this example, there are no emails in your quarantine.

## How Can I Release an Email?

If you have an email in your quarantine that you wish to release (that should not have been blocked), just select the email and click on the release email icon

review items in your quarantine. You also report it as not junk.



SENDER **Release Message** SUBJECT

The following is a sample – of selecting an email and then clicking on the Release Message

The screenshot shows the Office 365 interface with the 'quarantine' section active. A message is selected, and the 'Release Message' icon is highlighted. The message details are as follows:

SENDER	SUBJECT	RECEIVED	EXPIRES
admin@enterpriseguide.com	Thunder Rising: Cloud Secu...	1/5/2015 6:25 AM	1/19/2015 7:00 ...

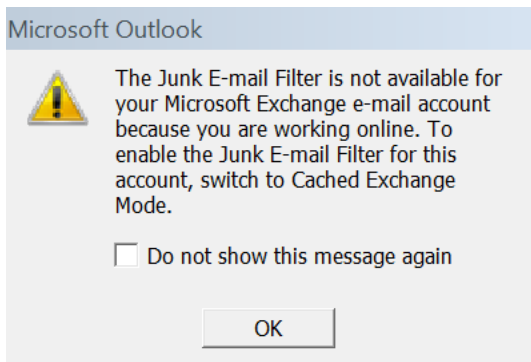
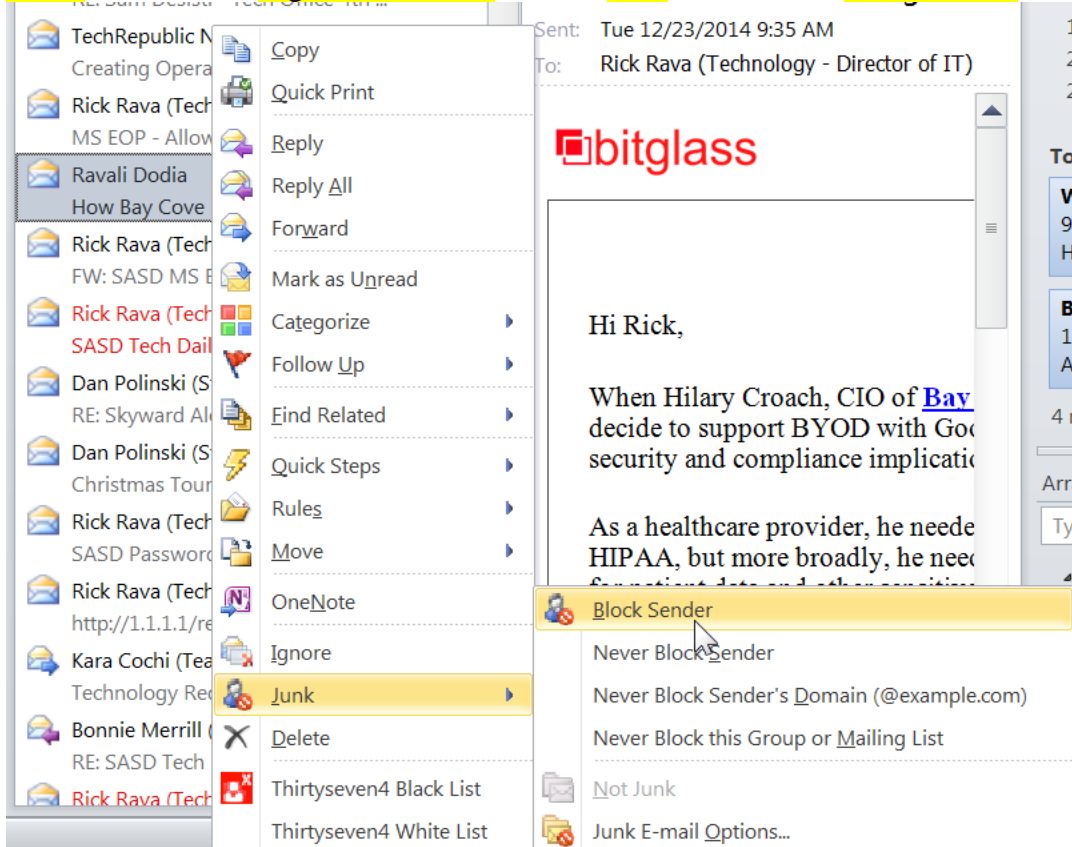
message status

# How Can I Block an Inappropriate Email?

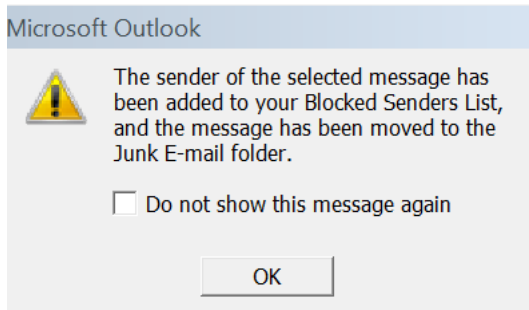
If you have an email that is inappropriate, you can block it one of two ways.

## First method (personal block):

Select email – then Right Mouse click – select Junk – then select Block Sender



OK

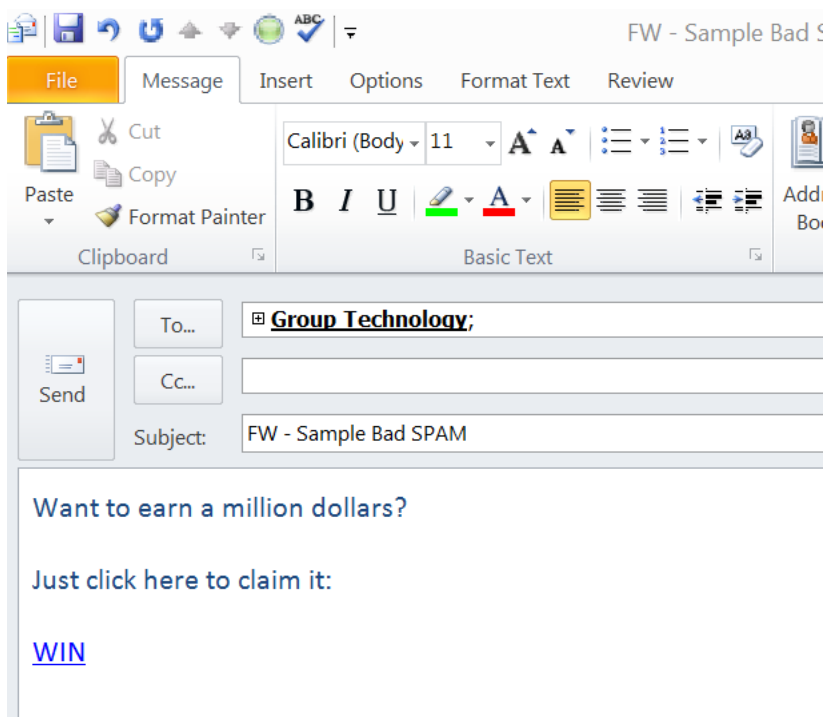


OK

**Method 2: Block for all users** (also this method can be used to allow (WHITELIST) an email for all users.

The other method is for an email that looks very suspicious and you wish to have it Blocked for all SASD users (let's say it's a Ponzi scheme or other financial scheme).

Just forward it to Group Technology and we will block it (blacklist it) for all users.



# How Can I Check My Daily MS EOP Quarantined Messages?

If you have any emails quarantined for a specific day, you will receive an email – see the sample below:

Spam Notification: 8 New Messages - Message (HTML)

From: quarantine@messaging.microsoft.com  
 To: Rick Rava (Technology - Director of IT)  
 Cc:  
 Subject: Spam Notification: 8 New Messages

Sent: Sun 1/4/2015 8:44

**Office 365**

Dear [rrava@sayresd.org](mailto:rrava@sayresd.org):

You have 8 new spam-quarantined messages as of January 5, 2015 12:00 AM (UTC) which are listed below along with the actions that can be taken:

**Release to Inbox:** Send the message to your Inbox.

**Report as Not Junk:** Send a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"rickravafimq@datopic.com" <rickravafimq@datopic.com>	Russian girls want to go abroad	Jan 4, 2015 9:11 AM	14159	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>
"brandi.wooton@investmarkfinancial.com" <brandi.wooton@investmarkfinancial.com>	I dream you to be healthy	Jan 4, 2015 9:28 AM	11430	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>
"admin@enterpriseguide.com" <admin@enterpriseguide.com>	Are Your Employees Operating as a Rogue BYOD State?	Jan 4, 2015 11:07 AM	18097	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>

If a message is not SPAM or Junk – just click on the Release to inbox for that specific email message