

Using Postini - FAQ

Frequently Asked Questions

- 1. How do I know when I have messages in quarantine?**

You should log in to your Message Center periodically to review your quarantined messages, deliver any legitimate messages and remove junk messages. You will receive an email notification on a regular basis in your primary email inbox if any messages have been quarantined.
- 2. How long does the system keep the messages in the quarantine folder?**

Messages will be quarantined for 14 days. If you do not remove the messages from your quarantine folder, they will be deleted automatically after 14 days.
- 3. What if I don't want my email to be filtered?**

Set Junk Email Blocking to off in your Junk Email Settings page or contact Pitzer help line (help@pitzer.edu or x73065) for assistance.
- 4. Can someone else read my email?**

Postini's patent-pending email processing technology allows messages to be processed in real-time as the packets flow through the Postini servers, and so legitimate messages are not written to disk. This ensures that Postini does not expose your data to hackers or potential loss of data. Postini's filters process all email without human contact with mail flow or individual messages. In the case of suspicious email, the message can be broken down into sections with a hashed file name and then directed to your private Message Center.
- 5. What happens to messages I have delivered from the Message Center?**

They are delivered directly to your inbox and a copy is placed in the Delivered folder.
- 6. What happens to email I delete from quarantine?**

When messages are removed, they will be completely purged from the Removed items folder approximately 14 days after removal. If you would like the purge to be immediate, click on the "Empty Trash" button from the Removed folder.
- 7. Why can't I log in? What if I have trouble getting in to my Message Center?**

If you enter an incorrect password on the log in screen, the system will display a page with a "Forgot your Password?" link. Click on the link and then press the Submit button and a new password will be emailed to you. If this fails, contact Pitzer help line (help@pitzer.edu or x73065) for assistance.
- 8. What if messages are quarantined that I want delivered to my email inbox (false quarantines)?**

Select the message and click deliver button to send it to your inbox. For future change, adjust your spam filters to a more lenient setting and add the sender to your Approved Senders list.
- 9. How do I change my password?**

Enter some random numbers as password and click log on. Click "Forgot your password?" link, and then Submit -- a new password will be emailed to you. Log on using the new temp password and you will be prompted for a new password of your choice.

10. **What if a lot of junk email is still getting through?**

The heuristic filters can block up to 95% of spam from reaching your inbox. Unwanted messages can still get through. Follow the suggestions below to maximize your filter effectiveness:

- **Increase your settings.** The more aggressive the filter setting, the fewer spam messages will reach your inbox. Please note that more aggressive the setting, the more often you should visit the Message Center to confirm that legitimate messages are not quarantined. If they are, add those senders or domains to your Approved Sender list.
- **Review your Approved Mailing List.** Do you have other email addresses forwarding to this account? Check to be sure your email addresses are NOT on the Approved Mailing List.