

Using Message Center Heartland's Spam Filter

Heartland Community College – Information Technology

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Message Center works like Postini, it lets you view and manage messages quarantined as spam. You can also add approved contacts in the Message Center settings.

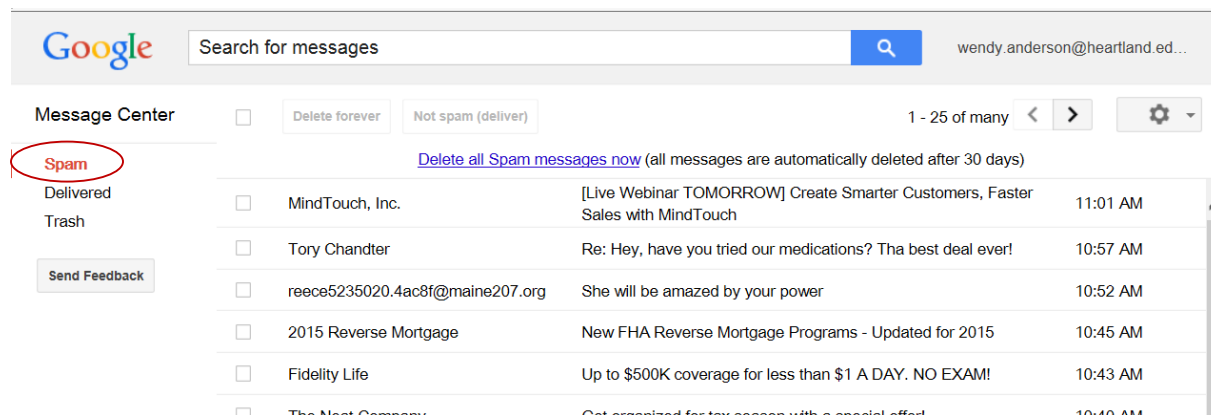
To access Message Center, sign in at <https://email-quarantine.google.com/messagecenter> with the same username (your Heartland email address) and password you used for accessing Postini services. If you don't have or can't remember these credentials, go to Password Station and change your current network password. This will sync with Message Center and you will use your Heartland email address and the new password to login to Message Center.

If you already have a Google email account please see the instructions at the end of this document

Manage spam messages

Viewing spam messages in Message Center allows you to identify any messages falsely quarantined as spam and have those messages delivered to your Inbox. This trains the system to identify similar messages as not spam in the future.

To view messages marked as spam:



The screenshot shows the Google Message Center interface. At the top, there is a search bar with the text "Search for messages" and a search icon. To the right of the search bar, the email address "wendy.anderson@heartland.ed..." is visible. Below the search bar, there are several tabs: "Message Center", "Spam", "Delivered", and "Trash". The "Spam" tab is currently selected and highlighted with a red circle. To the right of the tabs, there are buttons for "Delete forever" and "Not spam (deliver)", along with a page indicator "1 - 25 of many" and a settings gear icon. Below the tabs, there is a link that says "Delete all Spam messages now (all messages are automatically deleted after 30 days)". The main content area displays a list of spam messages. Each message has a checkbox on the left, the sender's name, the subject line, and the time received. The messages listed are:

Sender	Subject	Time
MindTouch, Inc.	[Live Webinar TOMORROW] Create Smarter Customers, Faster Sales with MindTouch	11:01 AM
Tory Chandler	Re: Hey, have you tried our medications? Tha best deal ever!	10:57 AM
reece5235020.4ac8f@maine207.org	She will be amazed by your power	10:52 AM
2015 Reverse Mortgage	New FHA Reverse Mortgage Programs - Updated for 2015	10:45 AM
Fidelity Life	Up to \$500K coverage for less than \$1 A DAY. NO EXAM!	10:43 AM
The Neat Company	Get organized for tax season with a special offer!	10:40 AM

1. On the left side of the Message Center screen, click **Spam**.

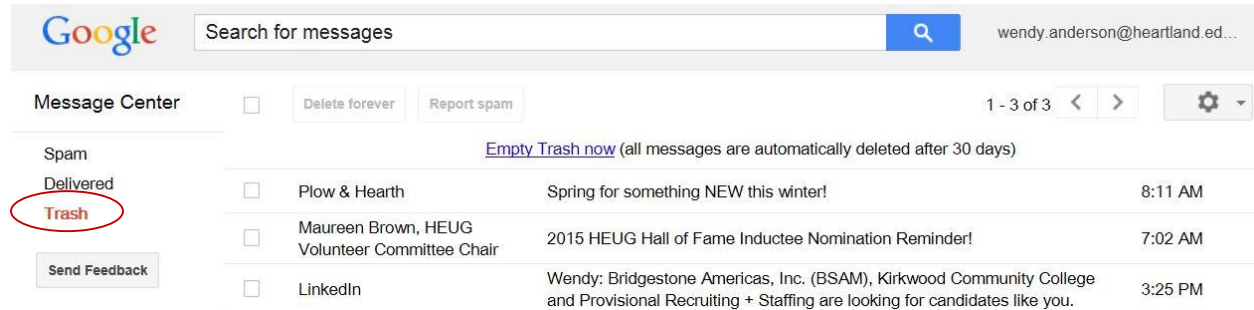
2. Do any of the following:

- Check the box for one, several, or all messages, and then click **Not spam (deliver)** to deliver the selected messages to your non-Gmail Inbox. You can now view these messages on the **Delivered** screen in Message Center.
- Check the box for one, several, or all messages, and then click **Delete forever** to delete the messages from your system. This does not move them to the Trash folder.
- Click **Delete all Spam messages now** to delete all messages in the Spam folder entirely. This does not move them to the Trash folder.
- Click a message to view the message contents. In the message view, you can deliver or delete the message, or return to the list view without making any changes to the message.

Manage messages in the Trash folder

Viewing messages in the Trash folder allows you to permanently delete any messages from your system or to mark any delivered messages as spam.

To view messages in the Trash folder:



1. On the left side of the Message Center screen, click **Trash**.

2. Then do any of the following:

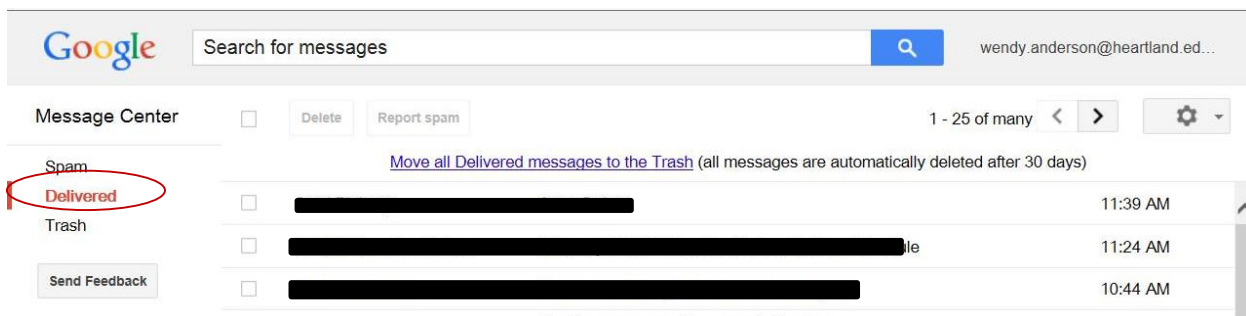
- Check the box for one, several, or all messages, and then click **Delete forever** to delete the messages from your system.
- Check the box for one, several, or all messages, and then click **Report spam** to train the system to quarantine similar messages as spam in the future.
- Click **Empty Trash now** to delete all messages in the Trash folder.
- Click a message to view the message contents. In the message view, you can delete the message or mark it as spam, or return to the list view without making any changes to the message.

Manage Delivered Messages

Viewing delivered messages in Message Center allows you to identify any messages that should be quarantined as spam and have those messages moved to the Spam folder. This trains the system to quarantine similar messages as spam in the future.

Note: Delivered messages appear in Message Center only if your administrator enables this option.

To view messages delivered to your non-Gmail Inbox:



1. On the left side of the Message Center screen, click **Delivered**.


2. Then do any of the following:

- Check the box for one, several, or all messages, and then click Report spam to remove the messages from your non-Gmail Inbox and moves them to the Spam folder.
- Check the box for one, several, or all messages, and then click Delete to move the messages to the Trash folder.
- Click Move all delivered messages to the Trash to move all delivered messages to the Trash folder.
- Click a message to view the message contents. In the message view, you can mark the message as spam or move the message to the Trash folder (delete), or return to the list view without making any changes to the message.

Add Approved Contacts

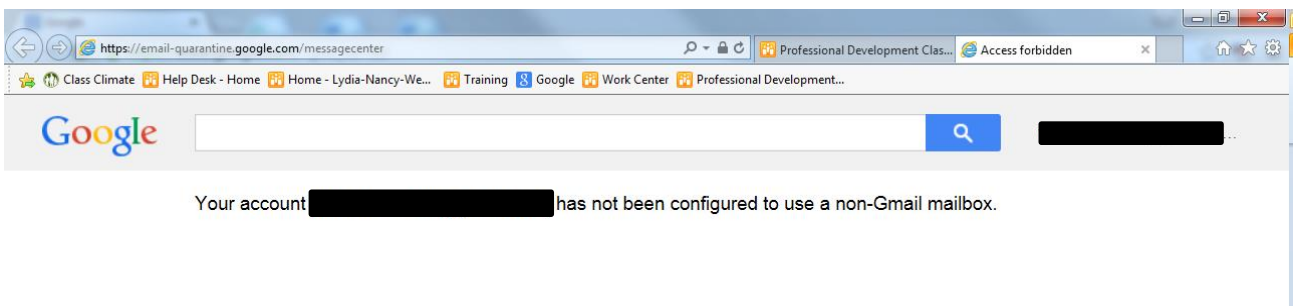
Adding a sender as an approved contact makes it less likely that the system will quarantine messages from this sender as spam—so messages from an approved contact are more likely to be delivered to your Inbox. You add approved senders in the Message Center settings.

To add approved contacts:

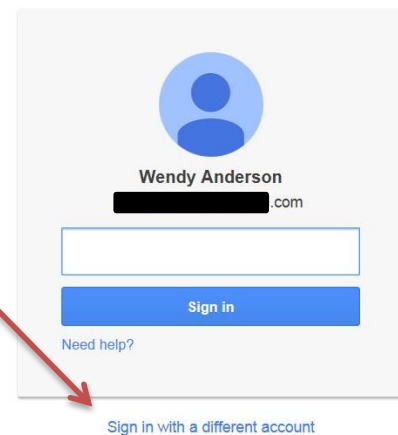
1. In the upper-right corner of the screen, click , and then click **Settings**.
2. Click **Add approved contacts** and do the following:
 - Click **Add**.
 - Enter the contact name and email address.
 - To enter an additional email address for the contact, click **Add another email**.
 - Click **Add**.

Instructions for logging in if you already have a Gmail account –

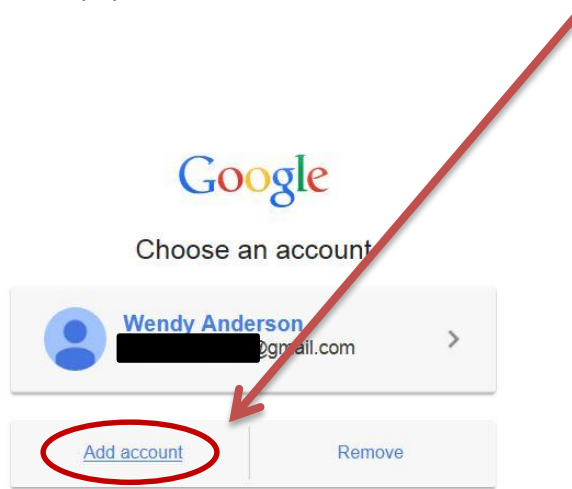
If you have a Gmail account you will get an error message (see below)



1. You will need to Sign in with a different account



2. The Choose an account screen comes up, you will need to click on Add account



3. This is where you put in the same_username_and password you used for accessing Postini services. If you don't have or can't remember these credentials go to Password Station and change your current network password. This will sync with Message Center and you will use your Heartland email address and the new password to login to Message Center.

