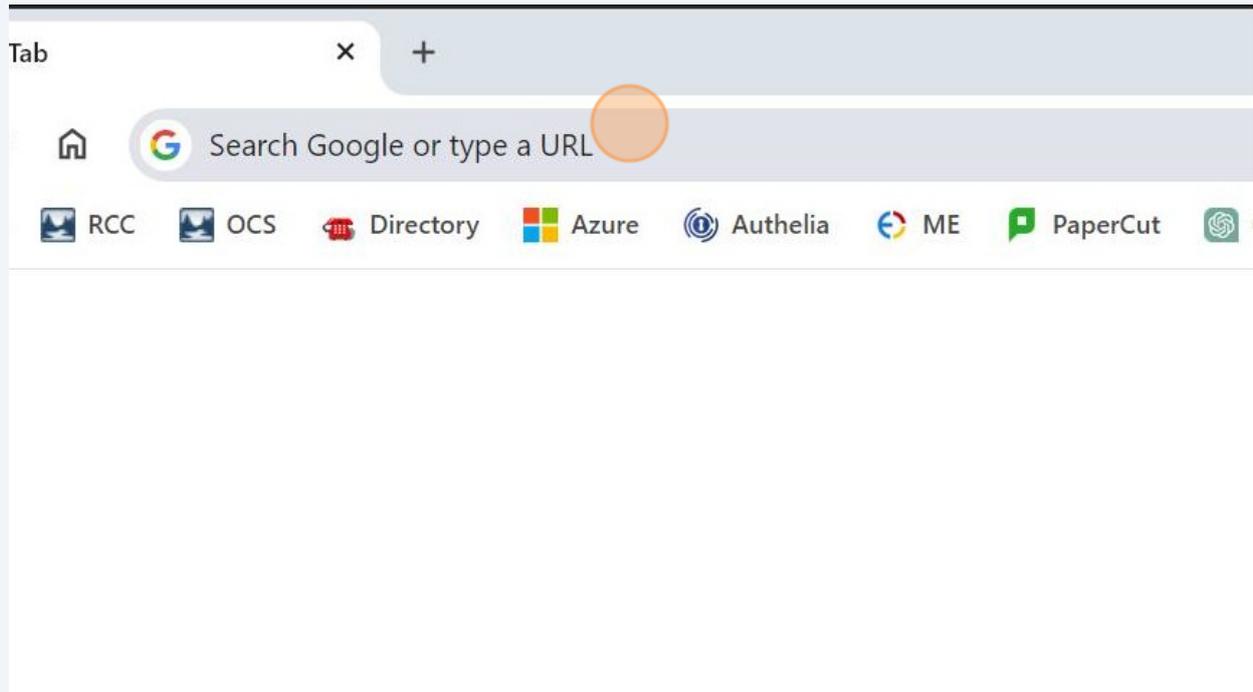


How to Manage Email Spam and Quarantine Messages

1

In your favorite web browser, click on the address bar. I am using Google Chrome in this example.



2

Enter the address of <https://central.sophos.com/manage/self-service> and hit enter.

ngs / status

n



Add shortcut

3

Click "Email address"

SOPHOS

Sign in with your Sophos ID™

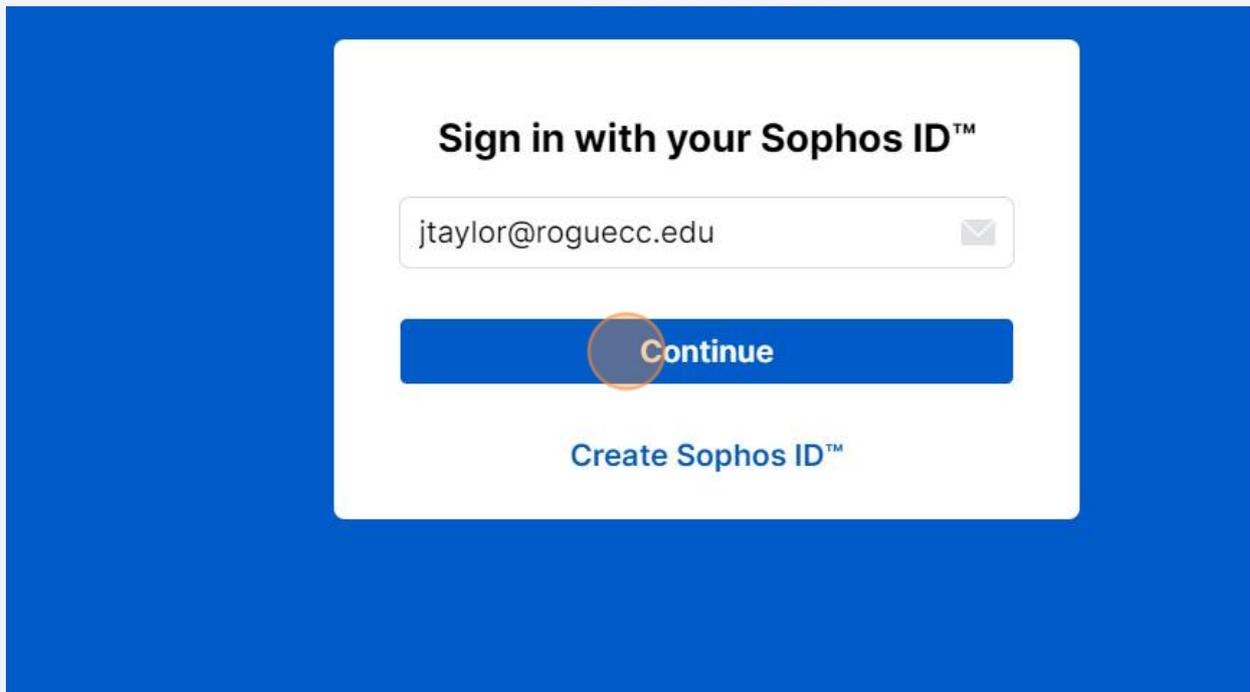
Email address



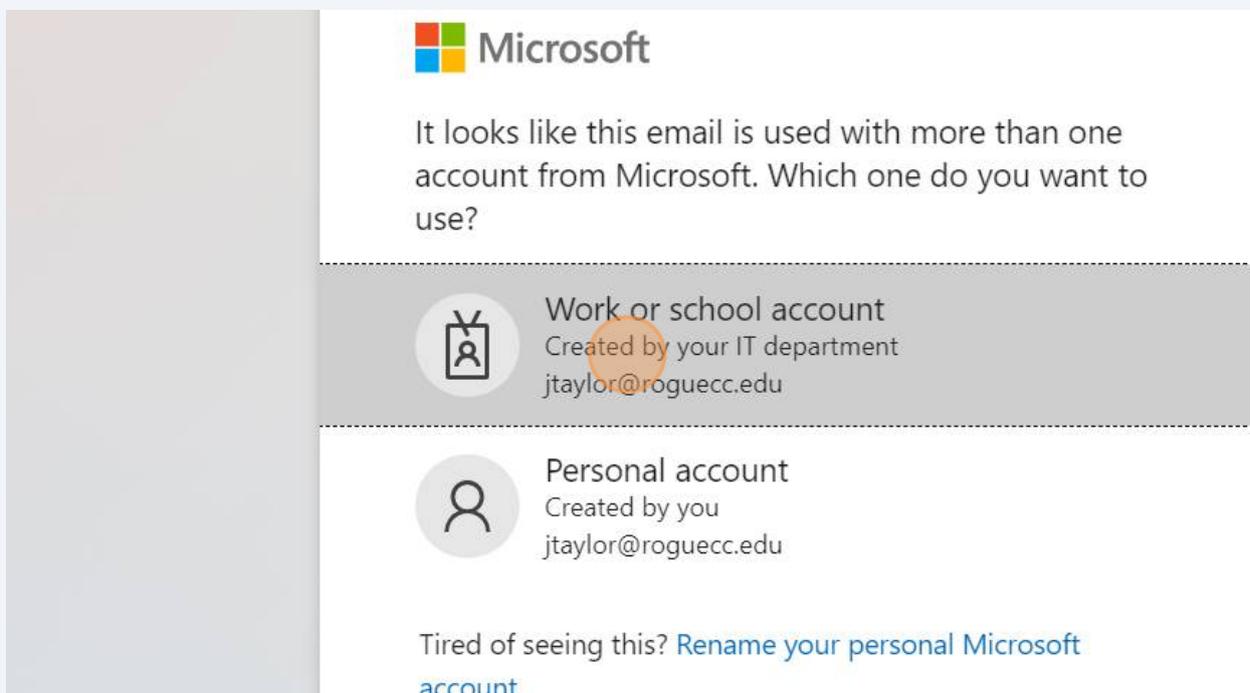
Continue

Create Sophos ID™

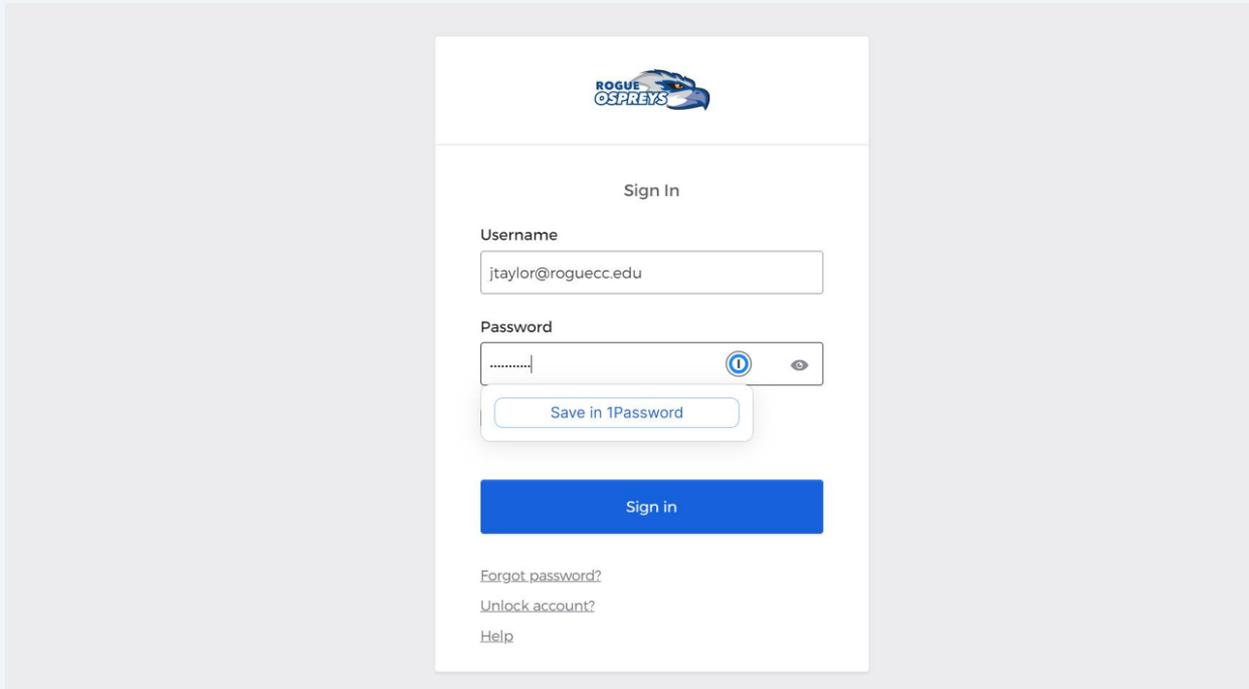
- 4 Type in your RCC email address and click "click Continue"



- 5 Click "Work or School Account" You might not get this step. It is okay if this step is missing.



6 Type your RCC password



ROGUE
COMMUNITY COLLEGE

Sign In

Username
jtaylor@rogucecc.edu

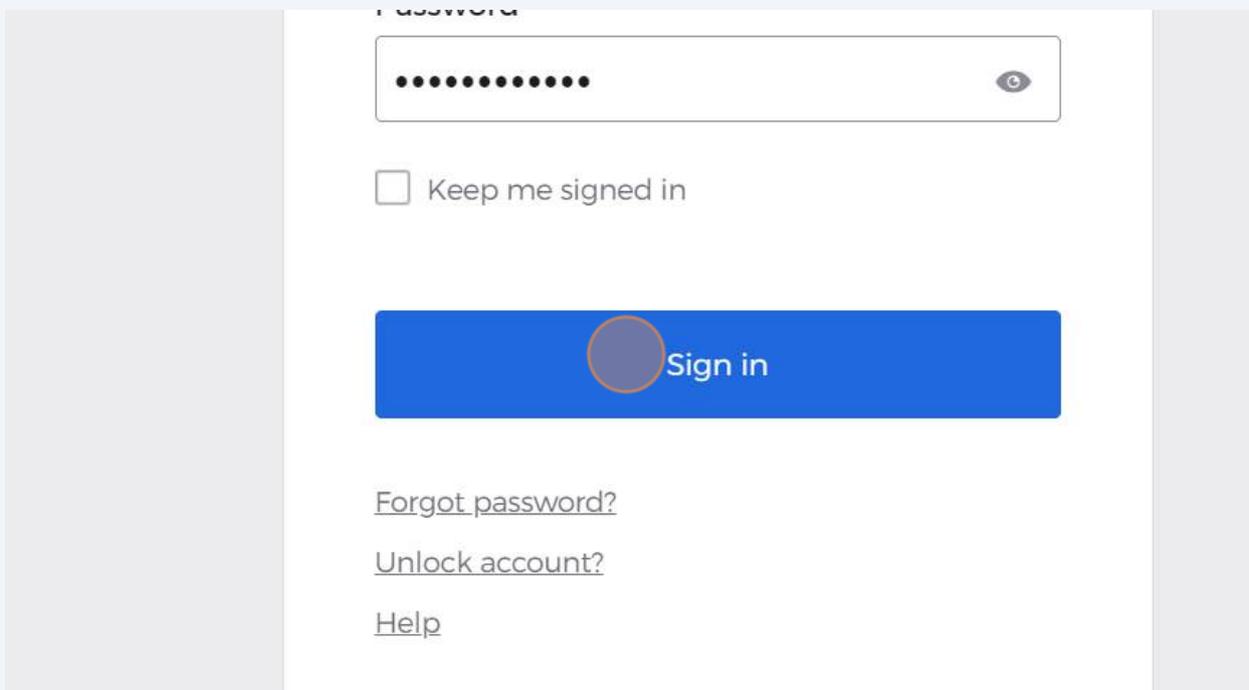
Password
.....

Save in 1Password

Sign in

[Forgot password?](#)
[Unlock account?](#)
[Help](#)

7 Click Sign In



.....

Keep me signed in

Sign in

[Forgot password?](#)
[Unlock account?](#)
[Help](#)

8 I have selected Okta Verify. You make select any option on your account.

Select from the following options

-  **Enter a code**
Okta Verify
-  **Get a push notification**
Okta Verify
-  **Phone**
+1 XXX-XXX-7120
-  **Security Key or
Biometric Authenticator**

9 For security reasons, try to always click "No" to this question.

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

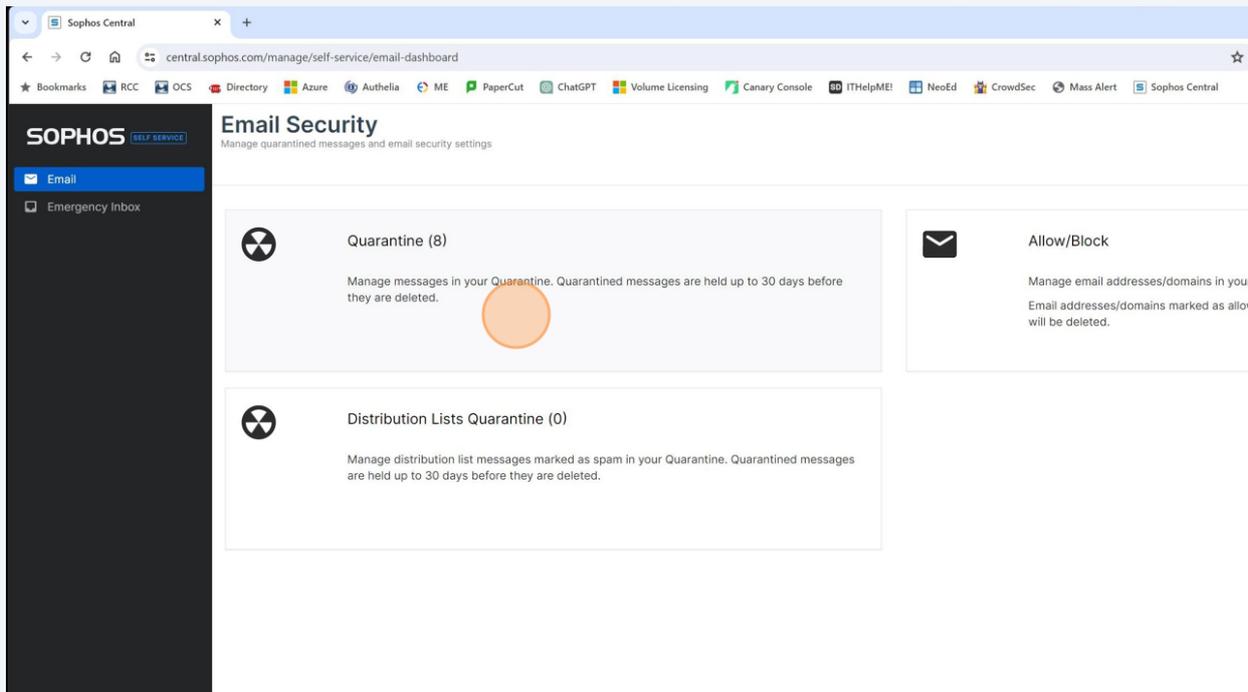
Yes

Welcome to Rogue Community College

For Students: If you were ever a student prior to June 19, 2020 or after Dec. 11th, 2020, your student

10

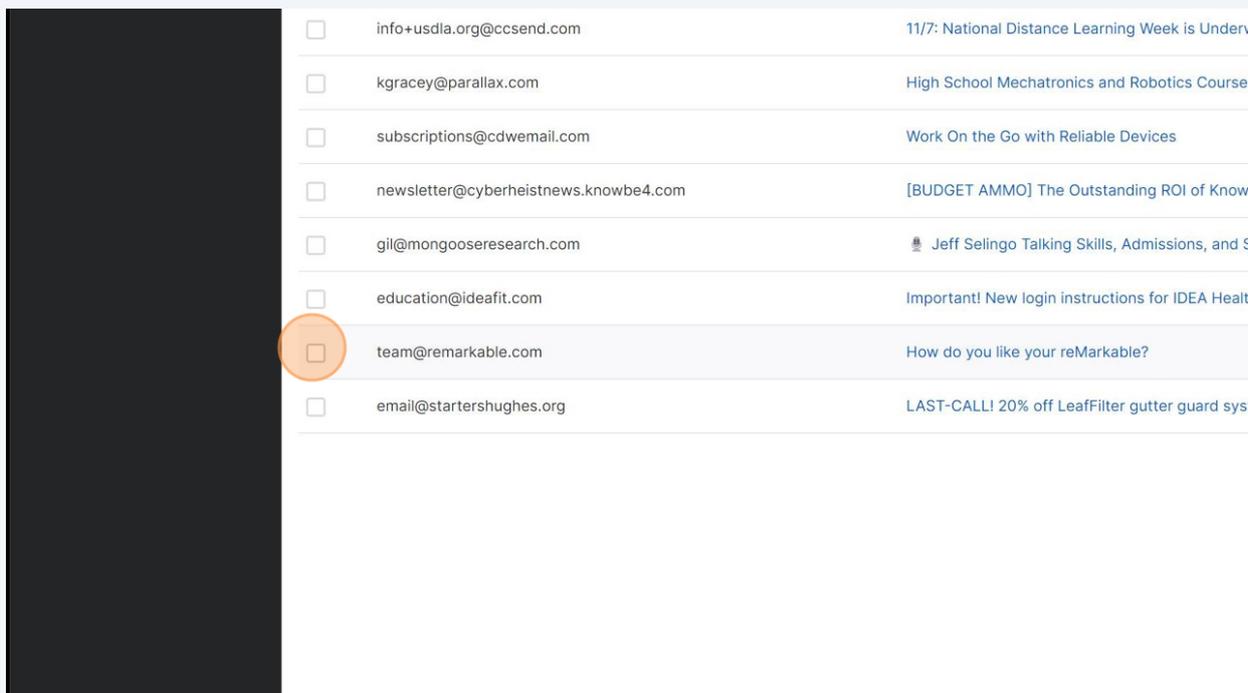
To see your Quarantine messages, click the Quarantine box. For this example, I have eight spam messages. You may have more or less.



11

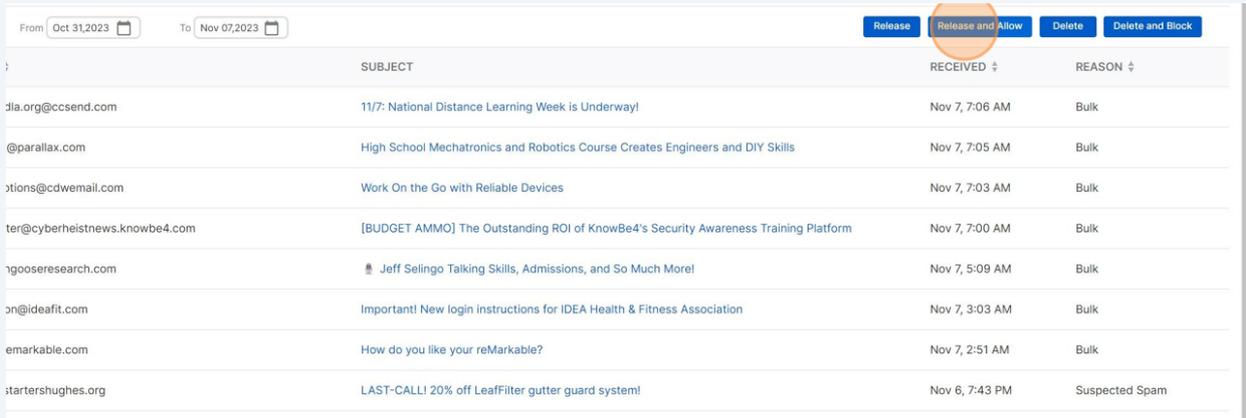
In reviewing my quarantine area, I discover this message is not spam. I want to send it to my inbox and allow emails from this sender.

Click the box on the left side of the sender's email address.



12

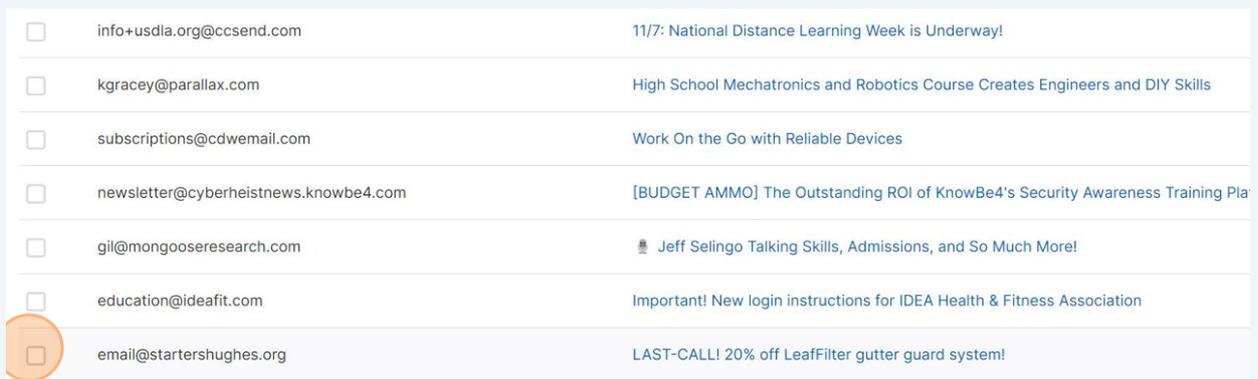
In the upper right corner, Click "Release and Allow". This message will be sent to your inbox.



From	Subject	Received	Reason
info+usdla.org@ccsend.com	11/7: National Distance Learning Week is Underway!	Nov 7, 7:06 AM	Bulk
kgracey@parallax.com	High School Mechatronics and Robotics Course Creates Engineers and DIY Skills	Nov 7, 7:05 AM	Bulk
subscriptions@cdwemail.com	Work On the Go with Reliable Devices	Nov 7, 7:03 AM	Bulk
newsletter@cyberheistnews.knowbe4.com	[BUDGET AMMO] The Outstanding ROI of KnowBe4's Security Awareness Training Platform	Nov 7, 7:00 AM	Bulk
gill@mongooseresearch.com	Jeff Selingo Talking Skills, Admissions, and So Much More!	Nov 7, 5:09 AM	Bulk
education@ideafit.com	Important! New login instructions for IDEA Health & Fitness Association	Nov 7, 3:03 AM	Bulk
email@startershughes.org	LAST-CALL! 20% off LeafFilter gutter guard system!	Nov 6, 7:43 PM	Suspected Spam

13

This email is spam and I want to delete it from my quarantine area.



<input type="checkbox"/>	info+usdla.org@ccsend.com	11/7: National Distance Learning Week is Underway!
<input type="checkbox"/>	kgracey@parallax.com	High School Mechatronics and Robotics Course Creates Engineers and DIY Skills
<input type="checkbox"/>	subscriptions@cdwemail.com	Work On the Go with Reliable Devices
<input type="checkbox"/>	newsletter@cyberheistnews.knowbe4.com	[BUDGET AMMO] The Outstanding ROI of KnowBe4's Security Awareness Training Platform
<input type="checkbox"/>	gill@mongooseresearch.com	Jeff Selingo Talking Skills, Admissions, and So Much More!
<input type="checkbox"/>	education@ideafit.com	Important! New login instructions for IDEA Health & Fitness Association
<input checked="" type="checkbox"/>	email@startershughes.org	LAST-CALL! 20% off LeafFilter gutter guard system!

14

In the top right corner, click "Delete and Block" to remove it from quarantine and stop all additional emails from this send from landing in your quarantine area.

Advanced Search... 

Release **Release and Allow** **Delete** **Delete and Block**

RECEIVED 	REASON 
Nov 7, 7:06 AM	Bulk
Nov 7, 7:05 AM	Bulk
Nov 7, 7:03 AM	Bulk

15

Click "Delete" to confirm your delete request.



ted message(s).

Cancel **Delete**

wareness Training Platform

iation