



Using the Barracuda Spam Filter

There are two ways that you can manage the Barracuda Spam Filter for your email.

- Use the links embedded in the Quarantine Email Notification message that you receive
- Log into the Barracuda Spam filter at any time

Quarantined Email Notification

The image shown below is an example of the email you will receive when you have a quarantined email message.

Barracuda Essentials [MANAGE QUARANTINE](#) 1

1 Inbound Quarantine Emails
barthelm@archmil.org

From	Date	Subject	Actions
"virtualizationwebinars" <news@virtualizationwebinars.com>	12/03/19 12:00 PM	Win 1 of 5 NEW Microsoft Surface Pro X Hybrid Tablets! AWS, Azure & GCP Solutions MegaCast	DELIVER 2 WHITELIST 3

[VIEW MESSAGE LOG](#) 4

Click **DELIVER** to have that message delivered to your primary inbox.

Click **WHITELIST** to have that message delivered to your primary inbox and have that sender whitelisted.

Disclaimer

Please do not forward this email. Forwarding this email will give the recipient access to all the emails in your Barracuda Email Security Service inbox.

About this email

This email was sent from Barracuda Essentials for Email Security because you or your administrator has requested that you be notified of your quarantined messages.

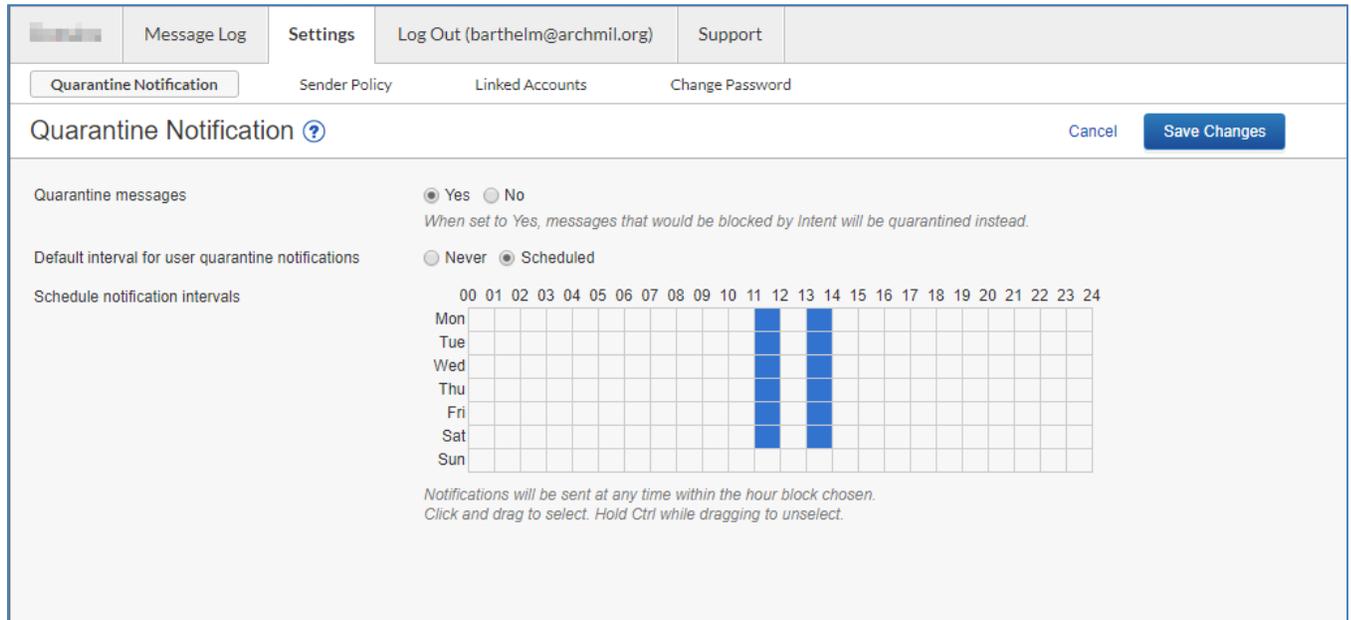
After reviewing this email, there are a couple of different things that can be done.

1. **Manage Quarantine** – Clicking this button will automatically take you into the Barracuda system. From there, you can change your password as well as some other settings. (detailed image below)

Note: you will probably not need to access this very often.

2. **Deliver** – Clicking this link tells the Barracuda to deliver this message to your inbox. You will not go into the Barracuda system.
3. **Whitelist** – Clicking this link tells the Barracuda that you want to continue to receive messages from this sender. You will not go into the Barracuda system.
4. **View Message Log** - Clicking this button automatically takes you into the Barracuda system where you can manage all of the messages in your quarantine as well as others that are blocked, deferred, etc. (detailed image below)

Detailed image of Message Quarantine



Detailed images of Message Log



Note: this example only contains one quarantined message but you could have several messages and manage them all from this screen.

1. You must place a checkmark next to the message(s) that you want to manage
2. Option to Whitelist the message(s) sender if you trust this person
3. Option to Deliver the message(s)
4. Delete the message(s) from your quarantine

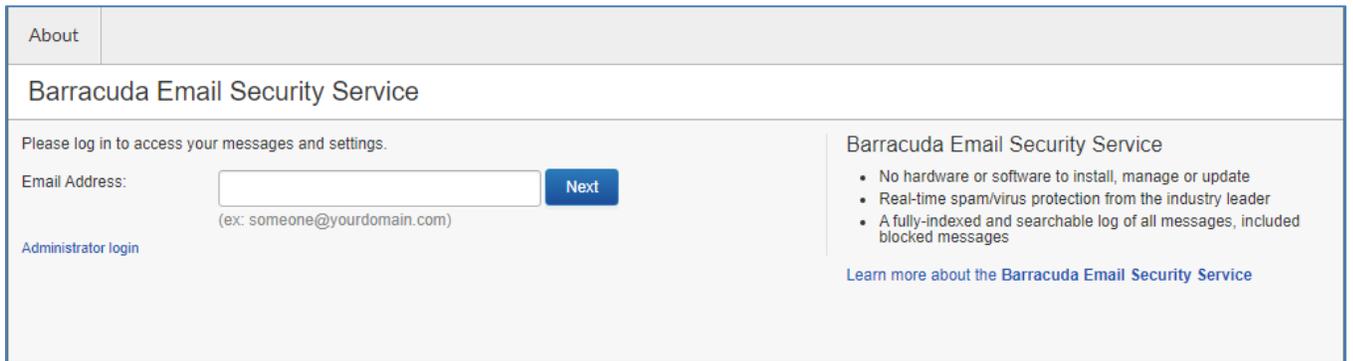
Accessing the Barracuda at any time

Go to online portal

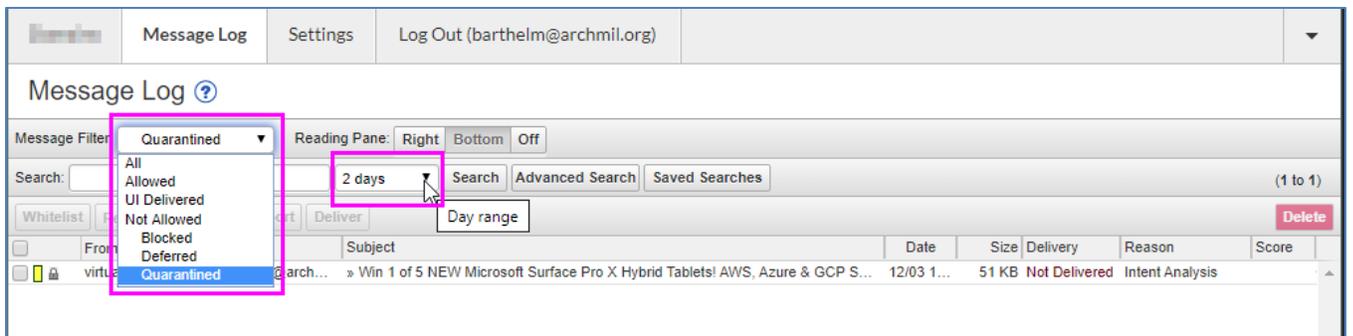
Proceed to the following hyperlink: (you may want to bookmark this link)

<https://ess.barracudanetworks.com/user/auth/login>

This will bring you to the login screen shown below. Once you reach the portal, you will need to enter your credentials (email address + password) to log in.



The screenshot shows the login interface for Barracuda Email Security Service. At the top, there is a navigation bar with 'About' and 'Barracuda Email Security Service'. Below this, a message reads 'Please log in to access your messages and settings.' There is a form with an 'Email Address' field and a 'Next' button. An example email address '(ex: someone@yourdomain.com)' is provided below the field. To the right, there is a sidebar with the service name and a list of features: 'No hardware or software to install, manage or update', 'Real-time spam/virus protection from the industry leader', and 'A fully-indexed and searchable log of all messages, included blocked messages'. A link to 'Learn more about the Barracuda Email Security Service' is also present.

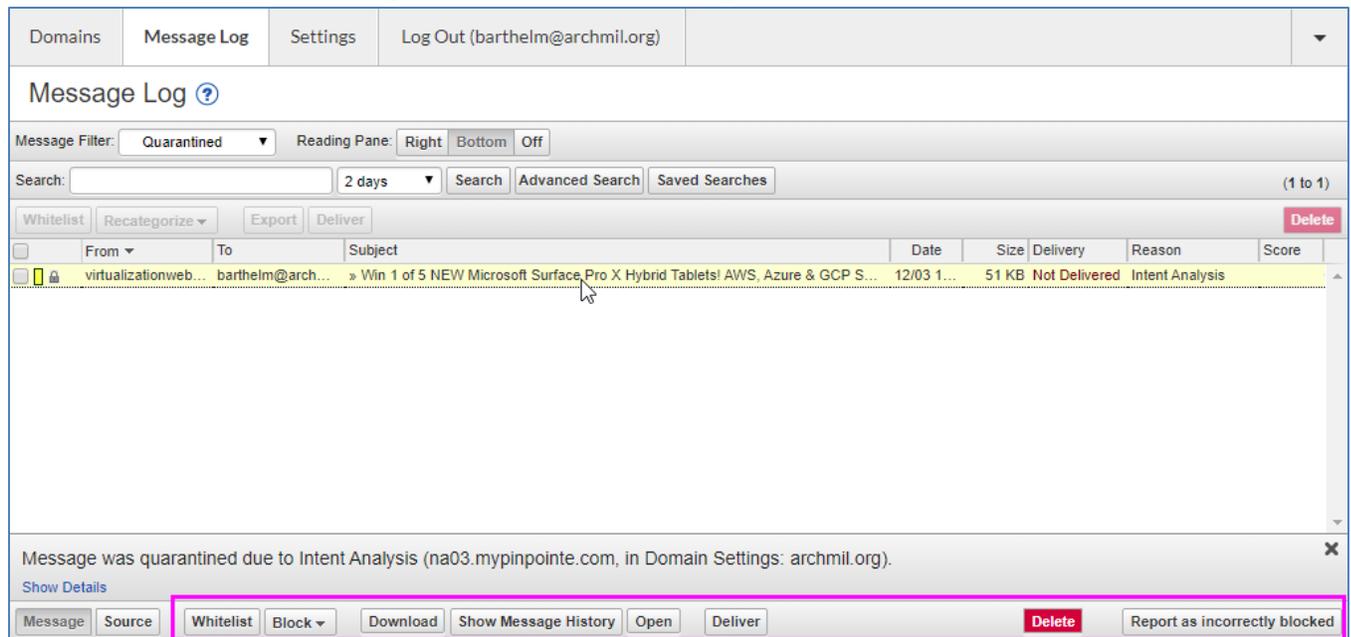


The screenshot displays the 'Message Log' interface. At the top, there is a navigation bar with 'Message Log', 'Settings', and 'Log Out (barthelm@archmil.org)'. The main area is titled 'Message Log' and includes a 'Message Filter' dropdown menu currently set to 'Quarantined'. Other filters listed include 'All', 'Allowed', 'UI Delivered', 'Not Allowed', 'Blocked', 'Deferred', and 'Quarantined'. There is a 'Reading Pane' section with options for 'Right', 'Bottom', and 'Off'. A search bar is present with a '2 days' filter and a 'Day range' dropdown. The interface also features 'Search', 'Advanced Search', and 'Saved Searches' buttons. A table of messages is shown at the bottom with columns for 'From', 'Subject', 'Date', 'Size', 'Delivery', 'Reason', and 'Score'. A single message is visible with a subject line starting with 'Win 1 of 5 NEW Microsoft Surface Pro X Hybrid Tablets! AWS, Azure & GCP S...'. A 'Delete' button is located in the top right corner of the message list.

Through the Message Log screen, you can select quarantined or other types of messages to view or manage. For instance, you may be anticipating a message from someone that is not getting through because it is being Blocked or Deferred. By changing the filter and/or the number of days to review, you will be able to find that message and then whitelist or deliver.

Using the Different Options

Below is a closer look at the options, as well as what they are used for.



The first option that is available is **Whitelist**, which will permanently allow emails from that email address to pass through and be delivered.

The next option is **Block**. This will no longer allow any emails from this address to come through and be delivered.

The next option available is to **Download** the message. This will allow you to have a copy of the message and view the contents of it locally on the machine.

Another option that is given is **Open**. Open will open the message in the portal and not on the local machine itself.

There is also the option to **Deliver** the message. This option will push the email through to the intended recipient of the email.

The **Delete** option will allow you to permanently delete the email. This can be used in addition to blocking the email.

Lastly, there is the option to **Report as incorrectly blocked**. This option will notify TSR that the email is being blocked and will give them the ability to look into this, as it may be an email from an address that is blocked by the organization.