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QUESTIONS? CALL 320-441-7050

Barracuda
SPAM FILTER

GENERAL OVERVIEW

Barracuda Spam Filter provided by West Central Technology is a top-of-the-line defense for your email. Each day, **88 billion spam emails are sent globally.** To help protect you, Barracuda actively scans and monitors all incoming email for potentially harmful or unwanted mail. While Barracuda is good at identifying unwanted mail, at times it will mistakenly flag mail you wish to receive and quarantine those messages. If this happens, don't be alarmed; those messages can easily be released from quarantine and delivered.

MANAGING YOUR SPAM MESSAGES

You have multiple options available for managing your quarantined messages.

1| Quarantine notification emails are sent per company setup. These can vary from hourly to less frequently throughout the day.

2| Logging into the Barracuda portal is at the user's discretion.

QUARANTINE NOTIFICATIONS

When a message is quarantined by Barracuda, you will receive a **Quarantine Notification** email. Quarantine notification emails' frequency settings vary per company's setup and show messages quarantined since last notification in the last hour. If no new messages have been quarantined, you will not receive a notification.

From the quarantine email, you will be able to see the **From, Date,** and **Subject** of the messages. On the right side of the message, you will see **Actions** you can take.

- **Deliver —** This will release the message and deliver it to your inbox.
- **Allow List —** This will release the message and place the sender on an approved list to prevent future quarantine.
- **Block List —** This will block the sender's email address and no longer quarantine messages from that sender.


Action Buttons

Barracuda
SPAM FILTER
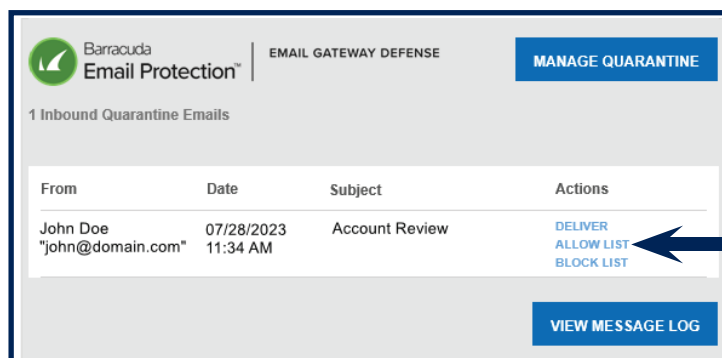
BARRACUDA PORTAL

The Barracuda portal is available to you for viewing a complete list of your quarantined email. There are two ways of accessing the Barracuda portal.

1| From the quarantine notification email, you can click **"View Message Log."** This method will automatically sign you into the portal.

2| From your web browser, go to **spam.wctcloudservices.com**, where you will need to manually log in. This is typically your Microsoft 365 email address and password.

On your portal, you will see the default two days of quarantined messages. You can utilize the search box and time frame to better assist in finding the messages you are looking for.

Once you locate the message you are looking for, check the box and click **"Deliver"** to have the message sent to your inbox. You can also click **"Allow List"** to have the sender whitelisted for future messages. Whitelisting allows future email to go directly to your inbox.
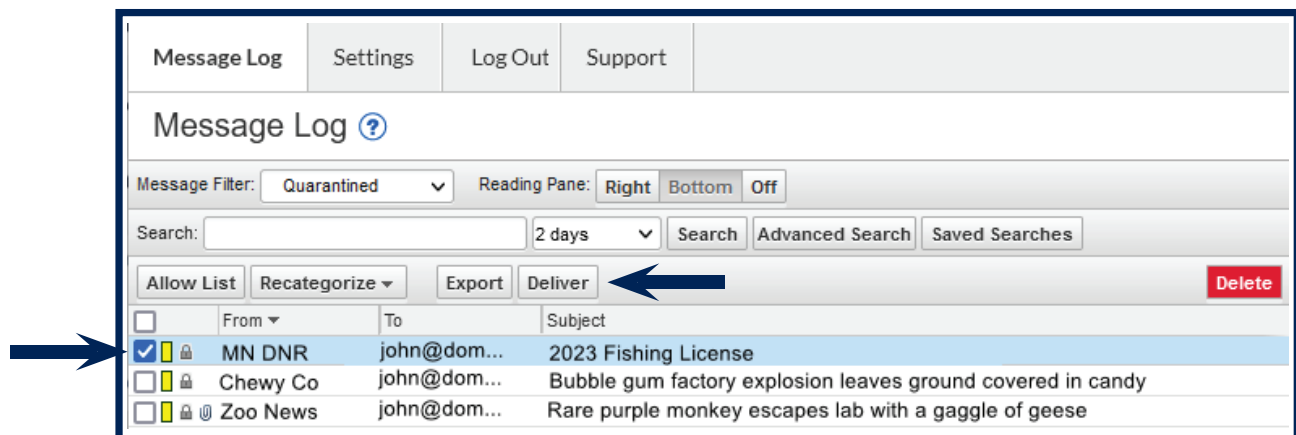
Example: This is showing what the message log portal looks like.

NEED ADDITIONAL HELP?

If you are having issues locating a message you think might have been quarantined or have any other questions about the service, please visit our Knowledge Center at **www.WestCentralTechnology.com/Knowledge-Center** You can also create a support ticket by emailing us at **WCTsupport@wcthelp.com** or by calling **320-441-7050.**