



## **SpamShark Spam Filtering**

DeVry Inc. has partnered with Sprint Email Protection Services for their Internet-based IP filtering solutions. Sprint provides our network with a complete email protection solution minimizing Spam, protecting us from potential virus attacks and providing backup email storage services in the event of a server outage.

### **Here's what happens:**

- ✓ Any email identified as Spam will be redirected to a secondary "SpamShark" mailbox. A message will be sent to you periodically. The email will be from [spamshark@global.sprint.com](mailto:spamshark@global.sprint.com), which will include a list of new Spam messages that have been filtered for you.
- ✓ This notification is designed to help you quickly determine if there are messages in your SpamShark that you'd like to keep.
- ✓ Each message will have functions to "Salvage" and "Do Not Block". Use the Salvage function to recover the message to your corporate email box. Use the "Do Not Block" feature if a message in your SpamShark mailbox is NOT Spam. This will redirect the message to your corporate email box AND send a copy to the Sprint False Positive evaluation team for possible white-listing in the future.

**FIRST TIME LOGIN:** On the SpamShark login page, <http://spamshark.global.sprint.com>,

- ✓ enter your campus email address and click the Login button. The system will then email you a random password to your campus email address.

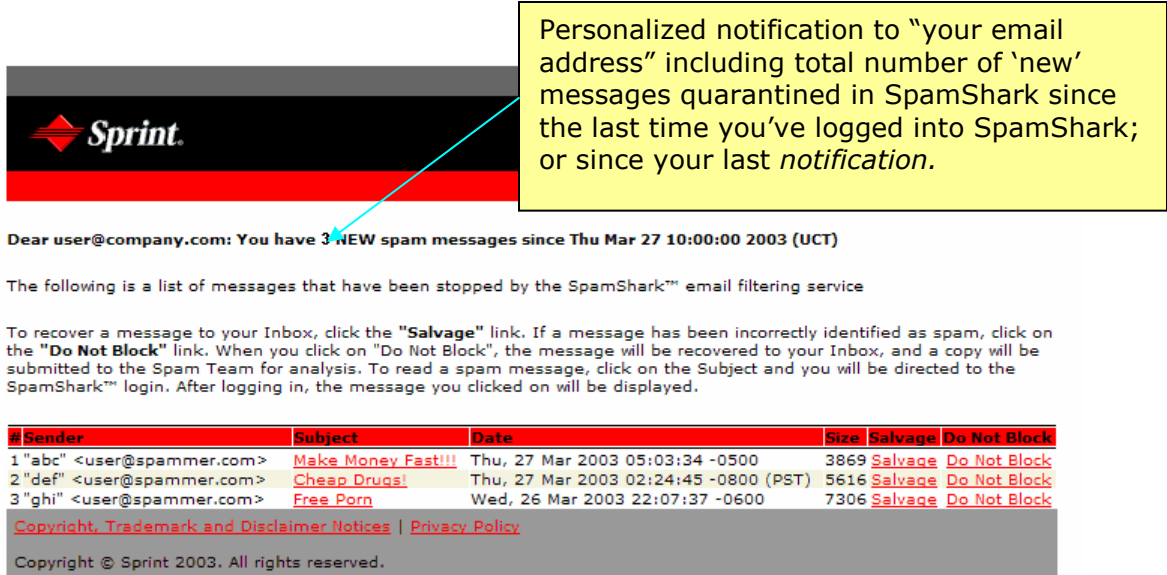
### **REMEMBER:**

- ✓ Spam is deleted from the SpamShark mailbox 15 days after it is delivered.
- ✓ If you receive a Spam message in your corporate email box, forward the message to [abuse@global.sprint.com](mailto:abuse@global.sprint.com). Every possible measure will be taken to filter those in the future.

Notifying us of any false positives or unfiltered Spam is advantageous for the entire Sprint Global Network. Any submitted items are evaluated at the network wide level. If an address is deemed "blacklisted", all members will be protected in the future. By the same token, removing a block, i.e. white listing, allows an open line for all members! We sincerely hope this service has a positive effect on your workday.

**SpamShark E-mail Notification View:**

Your email notification will include either the total number of Spam messages in your Inbox or NEW messages since your last notification from SpamShark.



Personalized notification to "your email address" including total number of 'new' messages quarantined in SpamShark since the last time you've logged into SpamShark; or since your last notification.

Dear user@company.com: You have 3 NEW spam messages since Thu Mar 27 10:00:00 2003 (UCT)

The following is a list of messages that have been stopped by the SpamShark™ email filtering service

To recover a message to your Inbox, click the "Salvage" link. If a message has been incorrectly identified as spam, click on the "Do Not Block" link. When you click on "Do Not Block", the message will be recovered to your Inbox, and a copy will be submitted to the Spam Team for analysis. To read a spam message, click on the Subject and you will be directed to the SpamShark™ login. After logging in, the message you clicked on will be displayed.

#	Sender	Subject	Date	Size	Salvage	Do Not Block
1	"abc" <user@spammer.com>	<a href="#">Make Money Fast!!!</a>	Thu, 27 Mar 2003 05:03:34 -0500	3869	<a href="#">Salvage</a>	<a href="#">Do Not Block</a>
2	"def" <user@spammer.com>	<a href="#">Cheap Drugs!</a>	Thu, 27 Mar 2003 02:24:45 -0800 (PST)	5616	<a href="#">Salvage</a>	<a href="#">Do Not Block</a>
3	"ghi" <user@spammer.com>	<a href="#">Free Porn</a>	Wed, 26 Mar 2003 22:07:37 -0600	7306	<a href="#">Salvage</a>	<a href="#">Do Not Block</a>

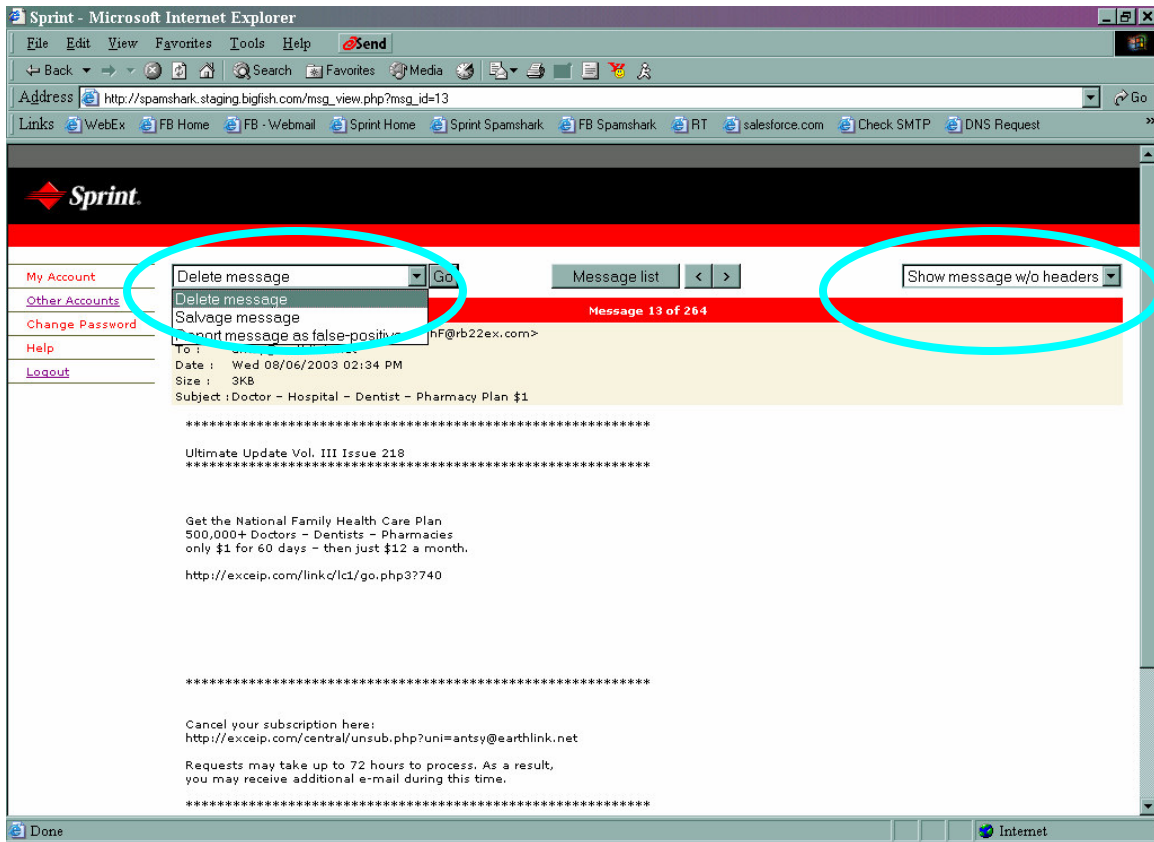
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**SpamShark Message view:**

Use the 'Delete message' from the drop-down box (shown below) to remove individual spam emails from your mailbox. Spam will automatically be deleted from your account 15 days after delivery. Please be sure to click 'Salvage message' if you want to forward any individual emails to your corporate email address. Clicking 'Report message as a false-positive' will salvage the message, as well as submit the message to the Sprint False Positive Team for evaluation for filter adjustment to possibly allow the message thru in the future.

Utilize the drop-down box on the far right to view the message with or without the header information.



If you have questions or comments, please contact your local Help Desk.