



## Santa Barbara County Education Office

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# Frequently Asked Questions about SPAM Filtering

## 1. How do I access the SBCEO SPAM Email Filtering (Roaring Penguin)?

<https://antispam.roaringpenguin.com>

## 2. What is my Roaring Penguin log in address?

- a. This is your SBCEO email address (username@sbceo.org).

## 3. I don't know what my Roaring Penguin password is?

- a. The password is the same as your SBCEO email password.

## 4. If I find a legitimate email in Roaring Penguin Quarantine, how do I get it to appear in my regular email inbox?

- a. Click on **Quarantine**.
- b. Under the **Status and Action** column, click the pull-down menu next to the box that says **Do Nothing**.
- c. Select **Accept message**, then click the **Submit Changes** button at the bottom of the page. This will deliver the message to your email account.

## 5. In Roaring Penguin, how do I Always Allow or Always Reject a particular email address or domain?

- a. Click on **Home**.
- b. You will see **My Filter Accept and Reject List**. The first box has a pull-down menu with two choices: **Always Accept Mail From** or **Always Reject Mail From**, choose which applies to what you would like to do.
- c. In the box to the right, type in either a specific email address or domain name.
- d. Click the **Add** button.

## 6. How do I view rules that I have set-up?

- a. Click on **Rules**, then click on **Senders** or **Domains** on the left to look at each set of rules.

## 7. How do I change existing Rules that I have set-up for an email address or domain?

- a. Click on Rules, then click on either Senders or Domains on the left to display that set of rules.
- b. Find the rule listed that you want to change and look under the Action column for the pull-down menu. Choose the action you want (Always Allow, Always Reject, Always Hold for Approval, etc.)
- c. Click on the Submit Changes button at the bottom of the page.

## 8. How can I add new Rules from the same screen where I am changing existing rules?

From the Sender's page, you will see a box that says **Enter a specific Sender's email address:** Type in the email address that you want to create a rule for.

- a. Click on the Add Rule button.
- b. From the Action column, select the action you want from the pull-down menu
- c. Click on the Submit Changes button.




From the Domain page, you will see a box that says **Enter a specific Domain:** Type in the domain that you want to create a rule for.

- a. Click on the Add Rule button.
- b. From the Action column, select the action you want from the pull-down menu
- c. Click on the Submit Changes button.

## 9. When viewing the Pending messages that Roaring Penguin caught as Spam, once I click on Submit Changes, can I undo the action I have told it to take?

- a. No

## 10. When viewing the Pending messages that Roaring Penguin caught in Quarantine, at the top of the page I see , what are they for?

-  If you click on this, it will set the action for all Pending messages to **Do Nothing**
-  If you click on this, it will set the action for all Pending message to **Accept Message**
-  If you click on this, it will set the action for all Pending message to **Reject Message**

If you click on **Submit Changes**, it will take the action you have selected in the boxes and it will not allow you to change once you submit. **Make sure you are sure about the action you are requesting before you submit since it can't be undone.**