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Service and Leadership • *www.sbceo.org*

Frequently Asked Questions about SPAM Filtering

1. **How do I access the SBCEO SPAM Email Filtering (AppRiver)?**

   https://antispam.roaringpenguin.com

2. **What is my AppRiver log in address?**

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

3. **I don't know what my AppRiver password is?**

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

4. **If I find a legitimate email in AppRiver 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 AppRiver, 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 AppRiver 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 AppRiver 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.**