



## 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 (AppRiver)?

<https://cp.appriver.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. Click the Forgot Password link on the login screen to choose a new password

### 4. How do I get a legitimate email that's in AppRiver to appear in my regular email inbox?

- a. Click on the **Quarantine** tab
- b. Select the email that you want delivered and click on the **Release** button
- c. You will be prompted if you want to add the sender or domain to your allowed list

### 5. In AppRiver, how do I Always Allow or Always Block a particular email address or domain?

- a. Click on **Filters**
- b. On the left, either click on **Domains** or **Email Addresses** depending on what you are trying to allow or block
- c. Click on the appropriate **Add** button to Allow or Block
- d. Enter the email address or domain you want allowed or blocked
- e. Click on the **Save** button.

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

- a. Click on **Filters**, then click on **Domains** or **Email Addresses**