SOUTH CAROLINA STATE UNIVERSITY’S BARRACUDA EMAIL SECURITY SERVICE
WHAT IS BARRACUDA EMAIL SECURITY SERVICE?

South Carolina State University (SCSU) uses Barracuda Email Security Service to scan both inbound and outbound email messages for faculty, staff, and students. Barracuda Email Security Service helps identify and block or quarantine unwanted spam, phishing, infected, or malicious email messages.
SCSU users receive multiple quarantine notifications daily, indicating that there are quarantined messages in their Message Log. The Message Log allows you to manage your quarantined messages.

Quarantine notifications are sent at predefined intervals (set by SCSU Network Administrator). Please note: New notifications are only sent out if a new mail is quarantined since the last notice.
DAILY QUARANTINE NOTIFICATIONS
When receiving the Quarantine Notification, you have three options/actions to manage your mail:

- Click **DELIVER** to have that message delivered to your primary inbox.

- Click **ALLOW LIST** to have that message delivered to your primary inbox and have that sender added to the Allow List.

- Click **BLOCK LIST** to have that sender added to the Block List.
DELIVER:
To move quarantined messages to your inbox, click “DELIVER.”

A confirmation message will be displayed in a new browser tab.

Click Ok to confirm.
ALLOW LIST:
To have quarantined messages delivered to your inbox and have that sender added to the ALLOW LIST, click ALLOW LIST.  

A conformation message will be displayed in a new browser tab.

Click Ok to confirm.
BLOCK LIST:
To have quarantined messages blocked and to have that sender added to the BLOCK LIST, click BLOCK LIST.

A confirmation message will be displayed in a new browser tab.

Click Ok to confirm.
The Message Log displays inbound email traffic that passes through the Barracuda Email Security Service for your account. Click View Message Log to manage your quarantined messages.
MESSAGE LOG

You can filter messages in the log by **All, Allowed, UI delivered, Not Allowed, Blocked, Quarantined, or Deferred.**
To deliver a message labeled “not delivered”, click on the message and select “Deliver.” To deliver the message and add the sender to the Allow List, click “Allow List.”
To Block a message, click on the message, then click "Block" and select "Domain" or "Email." Select “Domain” only if your wish to BLOCK ALL messages from this sender. Select “Email” to ONLY BLOCK this email.
A FEW THINGS TO REMEMBER:

✓ You cannot redeliver blocked message.
✓ To see the content of a message in your Message Log, double click on the message and it will open in a new tab.
✓ If you block the domain, you will no longer receive messages from the sender.
FOR ASSISTANCE

You may contact the IT Office via helpme@scsu.edu for assistance.