UNSOLICITED EMAIL PROTECTION:
INFORMATION FOR STAFF AND STUDENTS

OVERVIEW

Edinburgh Napier University utilises an automated email protection system which helps protect email users from unsolicited junk mail and email-borne virus infections. It checks all email communication coming in to the University, therefore messages exchanged within the University (internal messages) are not affected.

SPAM MESSAGES – THE FACTS

Most of you will have at some time received those irritating junk emails or “Spam” messages as they are commonly termed. You may often log in to your email account to be faced with one or more unsolicited emails from unrecognised senders.

Spamming not only affects email users within the University, it is a global problem which is unfortunately not about to disappear. The problem is rapidly escalating, affecting individuals and companies worldwide.

Although the email protection system will not totally alleviate the problem, it will significantly reduce the amount of Spam coming in to the University.

HOW DOES THE EMAIL PROTECTION SYSTEM WORK?

When messages come in to the University, the system performs a series of automated checks to ensure that they are not junk messages, do not contain viruses or display various other potentially harmful characteristics. If they do fall into any of these categories then the messages are either blocked or placed in a centrally stored quarantine area for a period of 10 days.

WHAT HAPPENS AFTER THE CHECKS HAVE BEEN PERFORMED?

All valid messages will be delivered to your mailbox as normal. Please be aware that due to the nature of content filtering some legitimate messages may be blocked. However, you will automatically be informed if any messages sent to you have been quarantined, and if you consider the email is genuine then you may request retrieval from the IT Support Desk by calling ext. 3000 or replying to the notification email. Quarantined messages will be held for 10 days only.
WHAT TO DO IF YOU STILL RECEIVE UNSOLICITED EMAIL

Unfortunately spammers are continuously coming up with new ways of targeting users and some new unsolicited messages may infiltrate the system. If you receive junk email from persistent spammers then you can forward the message to the external company who maintains the generic list of junk senders. They can then update their records.

Forward the message to: Abuse@frontbridge.com

Information Services no longer maintain a list of known junk senders so please do NOT forward junk email to the IT Support Desk.

WHAT TO DO IF YOU NEED TO BE EXEMPT

The University recognises that some academic staff and students may carry out research that requires them to receive messages that would normally be blocked. In these cases, and where this aspect of the research has the explicit approval of the Dean of School or Service, a member of staff or a student may be exempt from the blocking mechanism for the duration of the research. For the exemption to take place, Information Services require written authorisation, signed by the relevant Dean of School or Service.

FURTHER HELP AND SUPPORT

If you require further information or have any questions regarding the email protection system please contact the IT Support Desk in the first instance. You can contact them by telephoning ext. 3000 or emailing itsupport@napier.ac.uk.