



Lake Michigan College uses Microsoft cloud based SPAM services to filter college email for spam. Normally, a significant percent of inbound emails are SPAM. Microsoft SPAM services also filters outbound that may contain sensitive content that includes Social Security numbers, credit cards or offensive words.

Visit <https://helpdesk.lakemichigancollege.edu/> for additional troubleshooting and information.

What you need to know:

- How do I release an email that is in Quarantine? (inbound email that is questionable)
- How do I tune and manage my SPAM Settings?
- How do I access SPAM tools in Outlook?
- How do I report a SPAM issue?
- What content can I not send by Email?

How do I release an email that is in Quarantine?

All quarantined mail received through the new spam filter will be presented to you via an email message in your outlook mailbox.

Quarantine Web Portal: spam.mylmc.org

Within the e-mail, you have two options:

- Release to Inbox – If you click on this link, the e-mail will be delivered and will show up in your e-mail client.
- Report as Not Junk – If you click on this link, a copy of the message will be delivered to Microsoft for analysis

Quarantined emails are sent to you from ***quarantine@messaging.microsoft.com***

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A user can log into the Microsoft Portal at any time to look at their quarantine box to see if an e-mail has been moved to quarantine by going to:

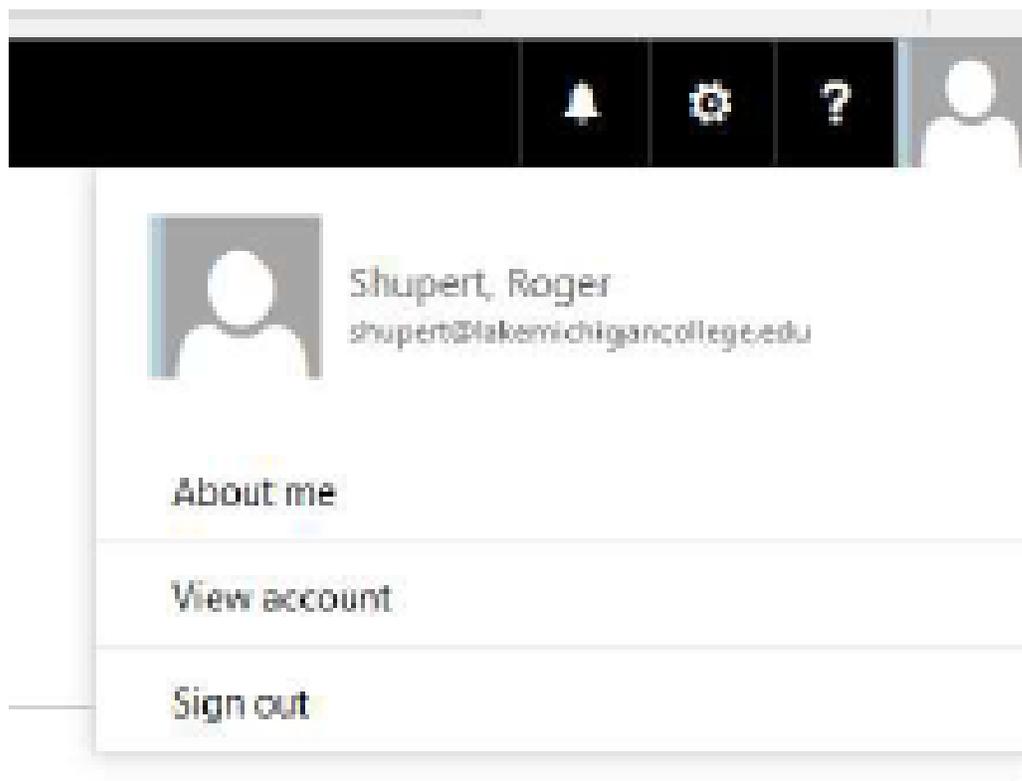
spam.mylmc.org

The logon screen would appear like below; the user would put in their LMC e-mail address and the password that they use to log onto to an LMC computer/WaveLink/Canvas/Outlook Web Access.

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Please provide as much information as possible, such as the domain name of the e-mail sender to help us locate the correct e-mail.

To log out of the Microsoft Portal, in the top right corner, click on the person icon and click on Sign Out



How do I tune and manage my SPAM filter settings?

If important messages are consistently blocked by the SPAM filter, please contact the IT Helpdesk at ext. 8189 for assistance

How do I access SPAM controls in Outlook?

If your SPAM controls are in need of adjustment, please contact the IT Helpdesk at ext. 8189 for assistance

How do I report a SPAM issue?

If you experience an issue with the SPAM filter, or need additional training, please contact the IT Helpdesk at ext. 8189

What content can I not send by email?

Content that should not be sent via email includes:

- Use of College email systems to transport personal identifying information such as social security numbers, credit card data and other sensitive data
- private business, product advertisement or political lobbying
- Copyright infringement
- Email that alters, dismantles, or disfigures messages so as to hide originator or disguise originator of the message
- Transmitting or making accessible offensive jokes, threats or harassing material
- Broadcasting unsolicited messages (SPAM) or sending mass emails

Please contact the IT HelpDesk at (269) 927-8189 if you have any questions.

