

## **INSTRUCTIONS FOR CREATING AN ACCOUNT IN FOPE (Forefront Online Protection for Exchange)**

FOPE is Microsoft's on-line SPAM protection system. It works much like the system the division has used for years. If you receive incoming e-mail that is considered to be SPAM, the messages are quarantined. If you have received any SPAM messages, every three days (that's just the way the system works) you will receive an e-mail SPAM report from [quarantine@messaging.microsoft.com](mailto:quarantine@messaging.microsoft.com). You can review this report and forward messages to your Inbox or notify Microsoft that you do not consider a specific message to be junk.

If you are waiting for a message and suspect that it has been blocked by FOPE, you do not have to wait three days for the latest SPAM report. You can log into FOPE at any time to check up-to-the-minute status of all messages that have been blocked.

### **SETTING UP YOUR ACCOUNT**

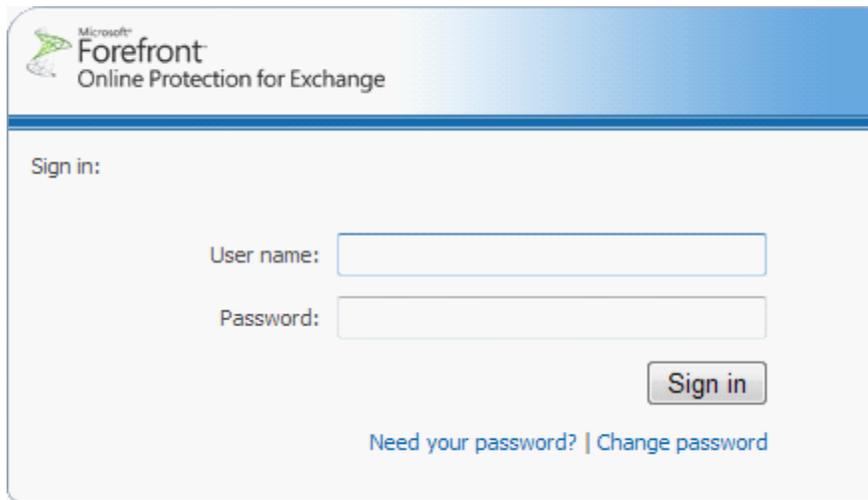
The first time you need to access FOPE, you will need to setup your account and password. This account and password will allow you to manage your quarantined messages.

NOTE: This password is separate from your network password. You can set them to be the same but they are two separate systems. The password rules are the same as your YCSD network account in that the password must be at least six (6) characters long, contain three of the four character types (upper case, lower case, numerals and special characters) and must be changed every 60 days.

### **To log on to FOPE**

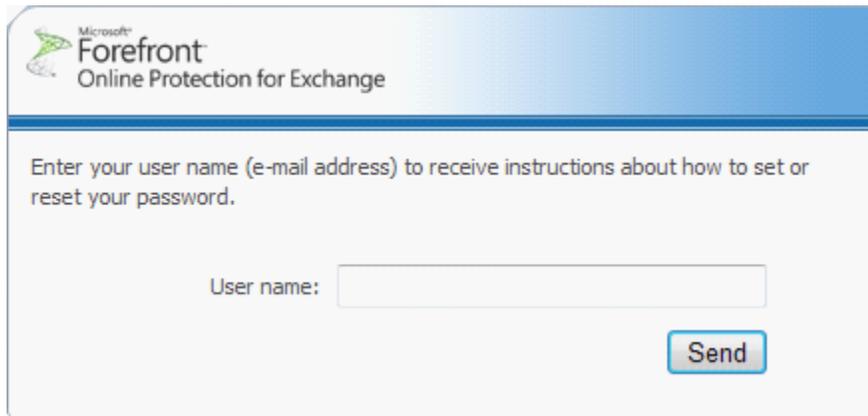
Using a web browser, connect to the FOPE Quarantine service at <https://quarantine.messaging.microsoft.com> or you can use the [SPAM Quarantine](#) link embedded into each and every SPAM Report message you receive from [quarantine@messaging.microsoft.com](mailto:quarantine@messaging.microsoft.com).

The following image shows the logon screen that you should see.



The image shows the Microsoft Forefront Online Protection for Exchange sign-in screen. At the top left is the Microsoft logo and the text "Forefront Online Protection for Exchange". Below this is a "Sign in:" label. There are two input fields: "User name:" and "Password:". To the right of the "Password:" field is a "Sign in" button. Below the input fields is a link that says "Need your password? | Change password".

The first time you connect to this site you obviously do not know your password. Leave both fields blank and simply click the [Need your password?](#) link at the bottom of the screen. This link will take you to the following screen.



The image shows the Microsoft Forefront Online Protection for Exchange password reset screen. At the top left is the Microsoft logo and the text "Forefront Online Protection for Exchange". Below this is the instruction: "Enter your user name (e-mail address) to receive instructions about how to set or reset your password." There is a "User name:" label followed by an input field. To the right of the input field is a "Send" button.

On this screen, enter your complete YCSD email address ([user@ycsd.york.va.us](mailto:user@ycsd.york.va.us)) and then click **Send**. A message will be sent to you from [exmailer@microsoft.com](mailto:exmailer@microsoft.com) with a subject line of "Password Change Confirmation" that will contain a URL. Once you receive the URL click it and it will take you to a page where you can create your own password for logging into FOPE.

Once you have logged onto the FOPE you can manage your quarantined e-mail. If you need assistance with this process or with using the new system, please contact the YCSD Help Desk at extension 0311.

## How to Report Filtering Mistakes in FOPE

If the FOPE spam filter lets a message reach your email inbox that should have been caught, there are several things that you can do that should help reduce the probability that it will occur again in the future.

For spam that is not being quarantined, but is being delivered to your inbox, forward the message to [abuse@messaging.microsoft.com](mailto:abuse@messaging.microsoft.com). Be sure to include the full headers (see instructions on how to include full header below) of the email message together with your submission.

For messages incorrectly identified as spam, you can forward the message to [false\\_positive@messaging.microsoft.com](mailto:false_positive@messaging.microsoft.com). Please make sure that you include the full headers (see instructions on how to include full header below) of the message together with your submission. You can submit false-positive messages more quickly after you start to use your quarantine mailbox because, as explained in the Manage Quarantined Messages in FOPE topic, you can also click a button to submit a message to Microsoft.

It is important that you include full Internet headers when you report spam. To do this, send the offending message as an attachment to a message together with the full original Internet headers. Spam submissions should be sent in individually, as this makes automated processing possible by spam analysts. Please do not forward multiple spam emails in a single message.

New spam rules are set globally for all customers. Not all individual spam or false-positive submissions cause new spam rules.

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### How to include full header

**NOTE:** the instructions above say you must “include the full headers of the message together with your submission”. This is more than merely forwarding the message. To include the full headers use the following steps:

1. Click the New Message button on the ribbon
2. Address the message to [abuse@messaging.microsoft.com](mailto:abuse@messaging.microsoft.com) as described above
3. Click Insert on the menu bar
4. Click the Outlook Item button on the ribbon
5. In the top portion of the dialog box select the Mailbox folder (most likely the Inbox)
6. In the lower portion of the dialog box select the actual e-mail message you want to send to Microsoft by double clicking the message (make sure *send as attachment* is selected)
7. Click the Send button