**Barracuda Message Log Tips**

**The Barracuda email Security Service**

The Barracuda email Security Service scans your incoming email to block unwanted messages and quarantine messages that may be suspect. You have the ability to allow delivery or block future e-mails from coming to you.

**How do I get to my Barracuda Message Log?**

The Barracuda Message Log is your interface to the Barracuda Email Security System. In one respect it’s similar to the “Junk” folder if your Message Log filter is set to view only quarantined messages. Barracuda isn’t sure what you want it to do with the quarantined messages and wants you to confirm if you want it delivered or blocked as spam.

Depending on your notification settings, if you have any quarantined email messages, Barracuda will send an email listing the messages to you via email. You can simply click the “Deliver” link shown below if you wish to have the quarantined message sent to your email inbox. Or, if you prefer to take other action(s) you can click on the “Quarantine” link, also circled below, to access your Barracuda Message Log.

You can access your Message Log at any time using the URL [Barracuda Login Portal](https://example.com/login).

To login to the Message Log through this link, use your full email address and your Active Directory (AD) password. By default, the Message Filter (circled below) is set to only show your quarantined messages. They’re also marked with a small yellow rectangle to the left of the message to easily identify a message as quarantined.
The Barracuda Message Log link is also posted on the Employee Links page under Email\Social Media.

As well as our IT Website:

Uaex.Edu/IT

Click on the email link under Information Technology on the left hand side.

What can I do through the Barracuda Message Log?

The Message Log allows you to mark the messages as: Spam, Not Spam, Export, Deliver, Delete, or Whitelist. If you select an individual message you are offered more options along the bottom: Block, Download, or Open.

Messages in your Message Log are automatically deleted after 30 days.

Can I BLOCK messages that were delivered to my email inbox?

Yes! When the Message Filter (circled below) is changed to “All” notice that all the Barracuda filtering activity is shown. This includes:

- Messages delivered to your email inbox (green box and Delivery status of “Delivered”),
- Messages blocked from being delivered to your inbox (red box and Delivery status of “Not Delivered”),
- Messages quarantined awaiting your recommended action (yellow box and Delivery status of “Not Delivered”).
If a message made it through to your inbox (green) and it should be marked as “Spam”, check the box to the left of the message and select “Spam”. This sends the message to Barracuda for analysis but does not block it from being delivered. In order to block the email from your Inbox you will also need to select “Block” (located at the bottom of the screen).

Can I UN-block messages that were NOT delivered to my email inbox?

Yes. If a message was blocked (red) and you want to always receive the message, select the message by clicking on the box to the left of the email message and then select “Whitelist.”

Can I change the frequency of the quarantine notification?

Yes. Notice there’s a “Settings” tab. The frequency of these notifications is currently defaulted to weekly but can be changed by you. If you want to be notified daily, you can select daily. You can also change it to Never but that is not recommended. You can also set a Custom schedule with particular days and times.

What if I have a different spam problem?

Forward your message to Spam Email Address with a description of the issue. Or contact the Call Center (501-671-2255; toll free 866-779-3375) or email: Call Center Email Address.