

Ensuring Delivery of Student Email (Preventing It From Being Quarantined by DigiTar)

Three Strategies for Ensuring Delivery–

There are three strategies for ensuring that you receive student email promptly, and making sure student emails don't sit un-noticed in your DigiTar quarantine. These strategies are listed below under **Three Strategies Summarized**. Detailed instructions for each strategy follow on pages 2 and 3 of this document.

New to DigiTar? - The instructions below assume that you have set up and know how to log into your DigiTar quarantine. If you need help with that go to - http://lanecc.edu/it/hdrefs/Mail_Security_Overview.pdf

Three Strategies Summarized –

Strategy 1: Daily Digest – Set your Digest frequency to daily. Scan your digest or quarantine and whitelist student emails at the start of each day.

Strategy 2: Email Homework Assignment – At the beginning of the term, ask the class to send you an email, or email a homework assignment, within two days. Scan your quarantine and whitelist student emails for the next few days. Then you can ignore your quarantine for the rest of the term.

Strategy 3: Batch Add Student Email Addresses to Your Whitelist – You can paste your class email list from ExpressLane into the Whitelist in your DigiTar quarantine. This requires some knowledge of Excel and comma-separated-values (.csv) files.

Call or email me if you have problems:
Michael Levick, 463-3349, levickm@lanecc.edu

Strategy 1: Daily Digest –

1. Change Digest frequency to Daily

- 1.1. Open the DigiTar Portal with your web browser (portal.digitar.com).
- 1.2. Log into your DigiTar quarantine.
- 1.3. Click on the Options link between Whitelist and Help at the top-right.
- 1.4. Open the Digest Frequency drop-down list and select Daily, then click on Update.

2. Check your digest first thing each day

- 2.1. You should have a digest (list of quarantined emails) in your GroupWise mailbox each day. Find this email and open it.
- 2.2. Scan the digest for emails from students.
- 2.3. If you find an email from a student, click on it to open it in your quarantine.

3. Whitelist the addresses of any students' whose mail gets quarantined

- 3.1. If prompted, log into your quarantine.
- 3.2. Your quarantine should open showing the student email you want to whitelist.
- 3.3. Click on the Whitelist button (not the Release button).

4. Continue scanning your digests every day and whitelisting student addresses.

- 4.1. Depending on your class email activity, you may have received email from every student after a few days or weeks.
- 4.2. At this point, you could change your digest to a lower frequency, or turn it off, by repeating step 1 above and selecting a different option (weekly, bi-weekly, monthly, none).

Strategy 2: Email Homework Assignment –

1. Ask students to send you an email

- 1.1. Give them a hard deadline, so you will know when you have whitelisted everyone in the class. Explain to them that they may not be able to email you later in the term if they don't do this.
- 1.2. Right before you give the assignment, be sure to EMPTY your quarantine, so you will be able to find student emails easily. See instructions for emptying your quarantine in:
<http://lanecc.edu/it/hdrefs/digitarspamfilter.pdf>

2. Whitelist the addresses of any students' whose mail gets quarantined

- 2.1. Log into your DigiTar quarantine to do this (this is faster than using the Digest if there are multiple addresses to whitelist).
 - 2.1.1. Open the DigiTar Portal with your web browser (portal.digitar.com).
 - 2.1.2. Log into your DigiTar quarantine.
- 2.2. Scan your quarantine for emails from students, and click the check box to the left of any emails from students.
- 2.3. Click on the Whitelist button (not the Release button) to whitelist all the checked addresses at once.

3. Repeat step 2 until all student emails have arrived in your Groupwise mailbox

- 3.1. At this point, you could change your digest to a lower frequency, or turn it off, by logging into your DigiTar quarantine, clicking on the Options link, and selecting an option from the Digest Frequency drop-down list (weekly, bi-weekly, monthly, none).

Strategy 3: Batch Add Student Email Addresses to Your Whitelist –

1. Copy class phone/email list

- 1.1. Open MS Internet Explorer.
- 1.2. Log into ExpressLane, select Faculty/Advisor, and open your class list.
- 1.3. Click on the Class Phone/Email List link at the bottom of the class list page.
- 1.4. Highlight the entire phone/email list by dragging your cursor from just in front of the first student's record number to just behind the last student's email address.
- 1.5. Select Edit > Copy.

2. Paste class phone/email list into MS Excel

- 2.1. Open a blank excel worksheet.
- 2.2. Put your cursor in cell A1.
- 2.3. Select Edit > Paste.
- 2.4. Delete columns A – E, leaving only the column of email addresses.

3. Clean up and transpose the email list

- 3.1. Sort the email records in ascending order by clicking on the column heading (A) and selecting Data > Sort > Ascending.
- 3.2. Delete the rows without email addresses.
- 3.3. Highlight and copy the range of cells containing the emails by dragging your cursor down the column of emails and selecting Edit > Copy.
- 3.4. Click in cell B1 and select Paste Special > Transpose.
- 3.5. Delete column A, so the first student's email address moves to cell A1.

4. Save the workbook as a comma-separated file (.CSV)

- 4.1. Select File > Save As, select CSV (Comma Delimited) from the [Save as type] drop-down list, and click Save.
- 4.2. Answer YES to the warning prompts.
- 4.3. Close the Excel workbook.

5. Copy the list in CSV list format

- 5.1. Find the .csv file you just made in the previous step, and open it with Notepad, Wordpad, or Word.
- 5.2. Highlight and copy the entire list of comma-separated email addresses (Edit > Select All, then Edit > Copy).

6. Paste the comma-separated list into your DigiTar whitelist

- 6.1. Open the DigiTar Portal with your web browser (portal.digitar.com).
- 6.2. Log into your DigiTar quarantine.
- 6.3. Click on the Whitelist link between Home and Options at the top-right.
- 6.4. Put your cursor in the Add field, between the Delete and Add buttons at top-left.
- 6.5. Select Edit > Paste, then click on the ADD button, and wait while the list is processed.
- 6.6. Verify that each email address is now listed on a separate line in your Whitelist, and that the whitelist has the same number of records as your class list.