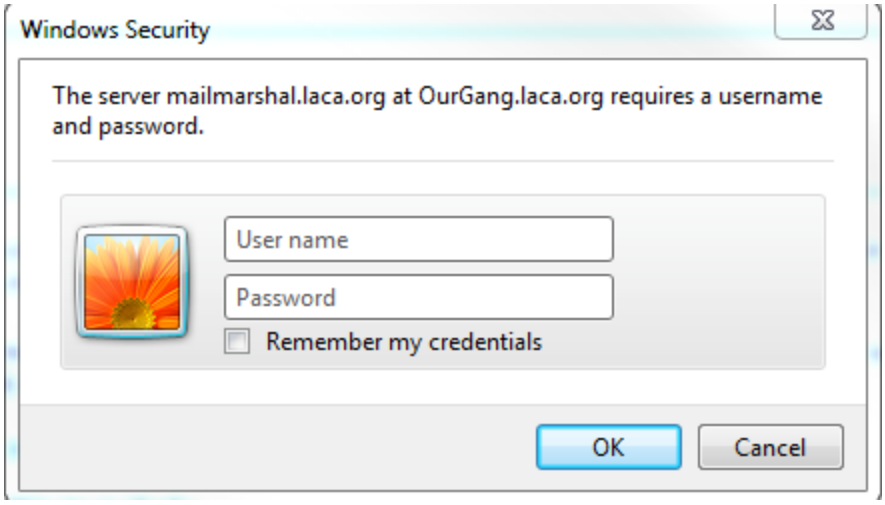
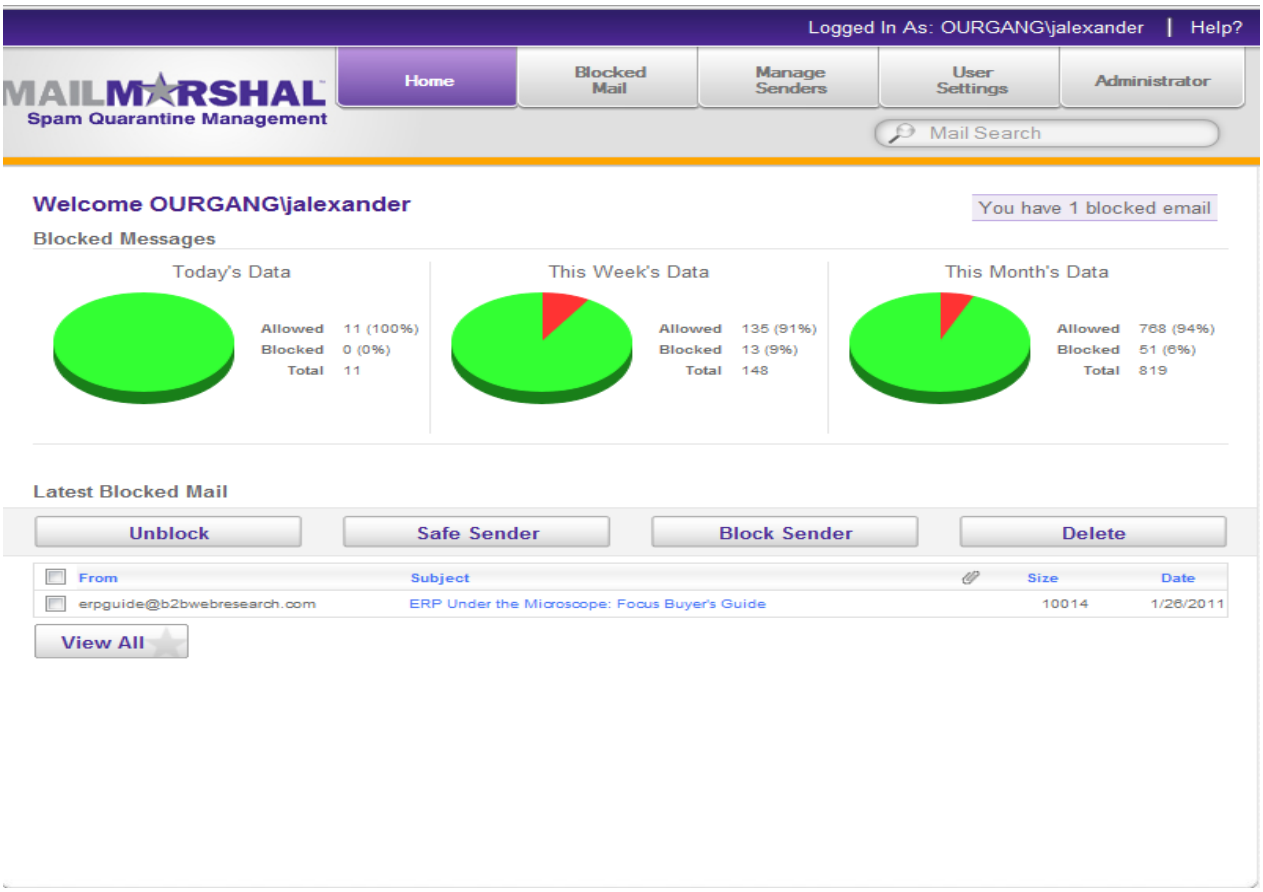
LACA – MailMarshal Allowing and Denying Email Addresses

LACA uses a program called MailMarshal to filter spam message. Sometimes based on how MailMarshal classifies email, certain messages can get block that you need access to or not get blocked and the spam comes into your inbox. You have full control over your spam filtering and this document will show you have to make changes to the MailMarshal Filtering.

To start go to https://mailmarshal.laca.org. Next, you will be prompted for a username and password, type in your email username and password.



You will now see the main dashboard of MailMarshal, from here you can allow messages that have been blocked within the last couple of days. There are multiple ways to allow messages, first you can just allow the one message that was blocked, or you can set the users email address to always be allowed an to never get filtered by MailMarshal. If you wish to just allow this message one time check the box next to the message and click “Unblock” this will now release the message to your inbox. If you wish to always allow this users email address check the box next to the message and click “Safe Senders” this will then add the user to your safe senders list.



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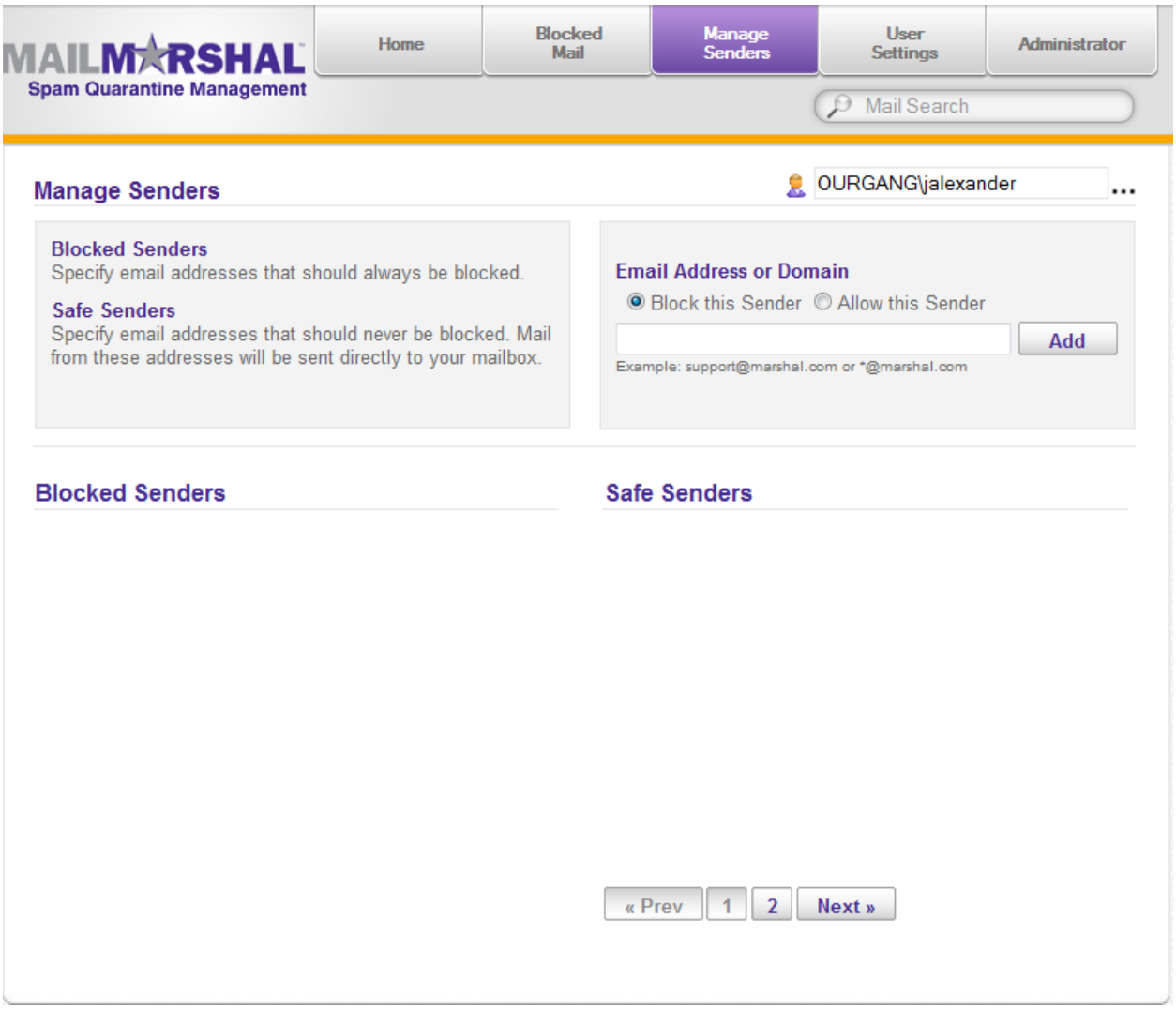
The next main page that will be useful will be the Manage Senders page, to get to this page click the tab at the top of the page called “Manage Senders”. In this area you can Allow users email address, whole email domains, or block certain emails you don’t wish to receive.



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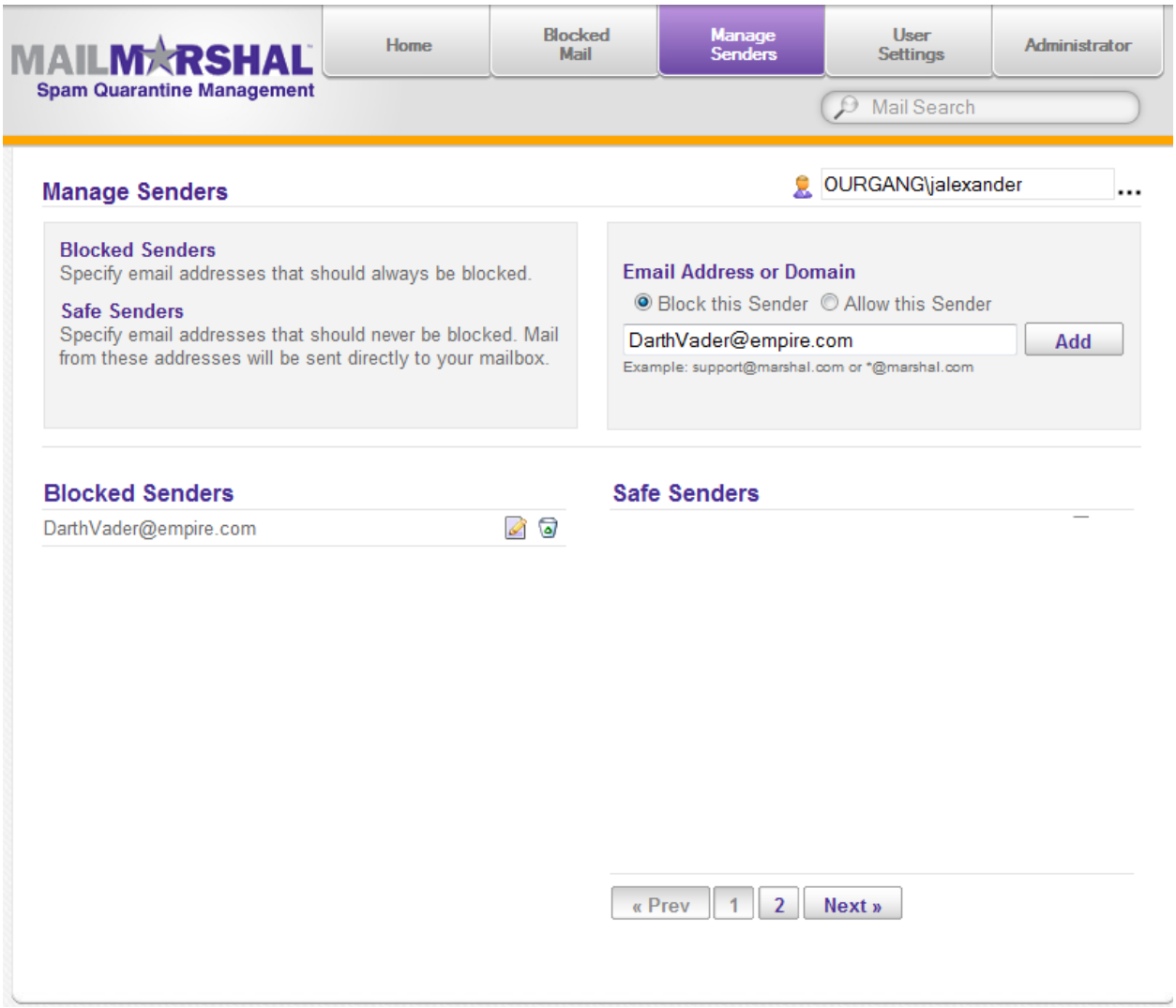
Let us start by blocking an email you don't wish to receive. Say Darth Vader is sending you emails from the empire that you don't wish to recive anymore. You will go under the "Email Address or Domain" area and type in Darth Vaders email address, for this example we will use DarthVader@empire.com. Type the email address in the provided box then click "Block this Sender" and click add. When you click "Add" you will see the email address go under "Blocked Senders". Everytime you receive a message from DarthVader@empire.com it will be filtered by MailMarshal and never arrive in your inbox.



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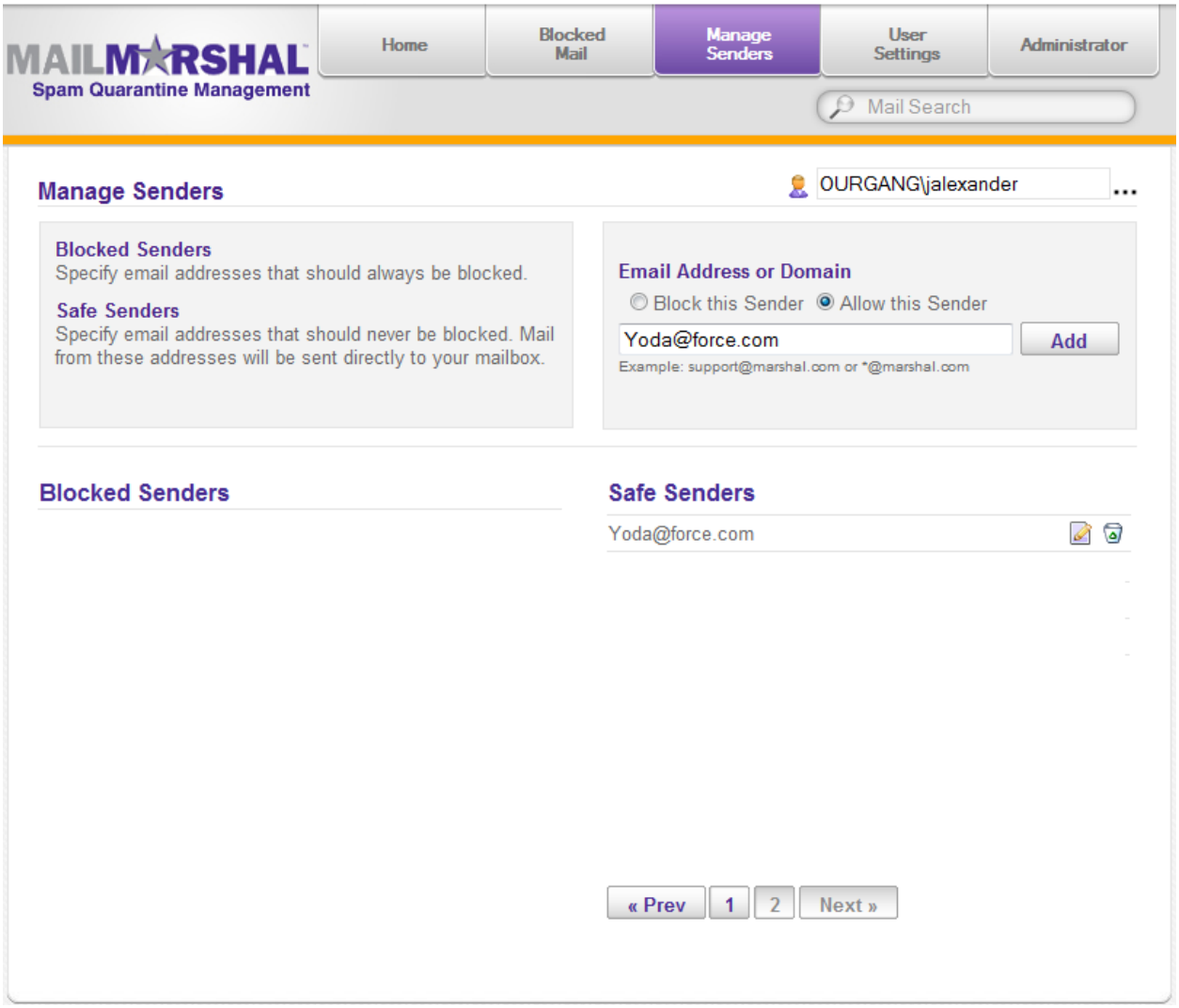
Now let us say email you do want to receive is getting filtered by MailMarshal. For this example let us say you wish to allow email from Yoda and his email address is Yoda@force.com . Go under "Email Address or Domain" area and type in his email address Yoda@force.com and check the Allow this Sender" box and then click "Add" you will see his email address show up under "Safe Senders" now this users email address will never be filtered from going to your inbox.



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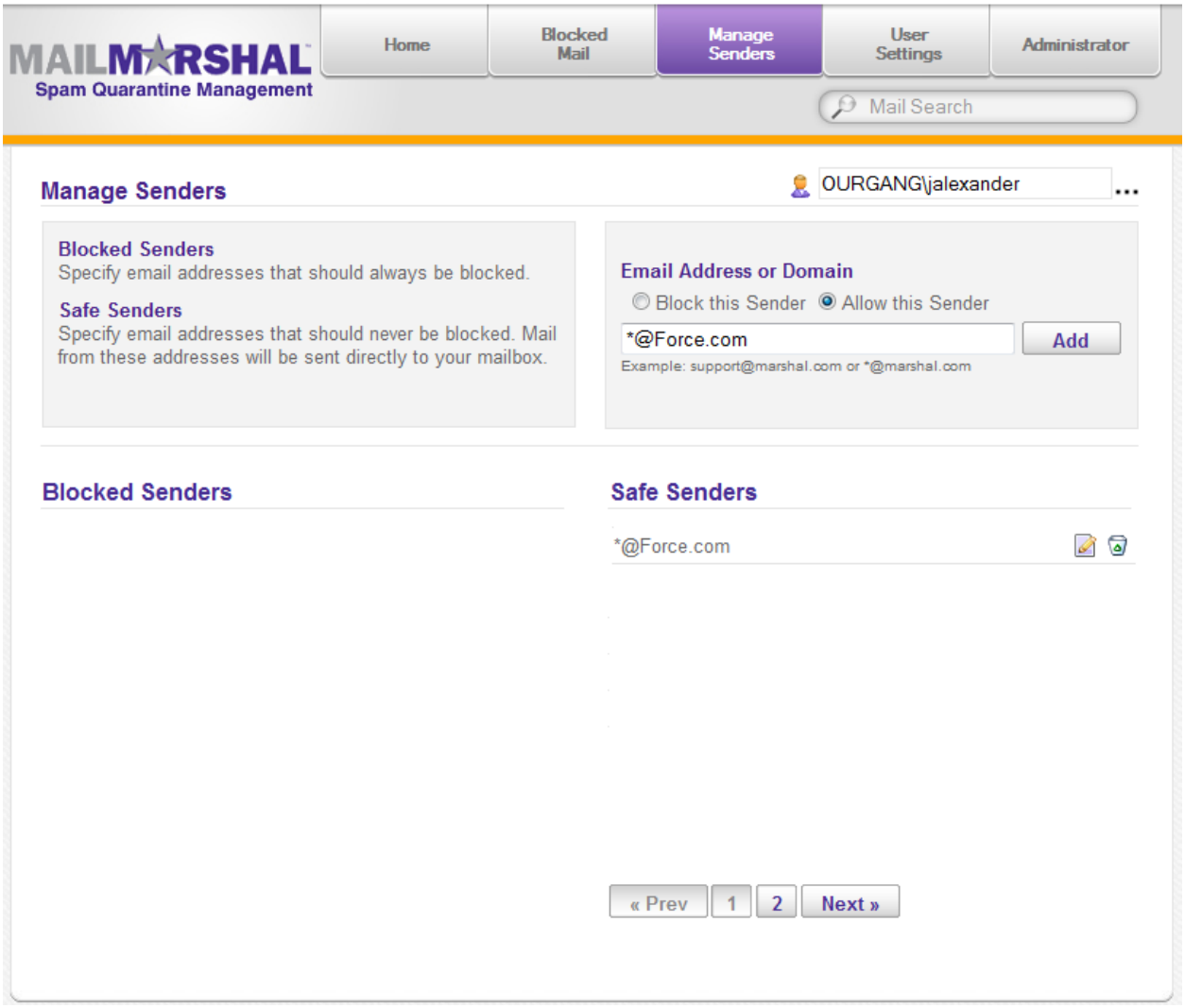
The final filtering you can change will allow a whole email domain. Let us say you have multiple users within a business that you never want to be blocked by the MailMarshal filtering. For this example let us say you like everyone who has an email address with Force.com . To allow the whole domain you will just go under “Email Address or Domain” type in *@force.com and click “Allow this Sender” and click “Add”, you will then see the whole email domain of @force.com is now in your “Safe Senders” list this means anyone that sends you email at the force.com will arrive in your inbox without being filtered.



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