

Barracuda Email Gateway Defense

– reviewing and managing incoming messages

The <https://ess.barracudanetworks.com> is a web portal allows you to view status of all external messages. It is a part of our Barracuda email protection service. Barracuda quickly filters and sanitizes every email before it's delivered to your mail server to protect you from email-borne threats. Using virus scanning, spam scoring, real-time intent analysis, URL link protection, reputation checks, and other techniques.

Things you can do in the portal:

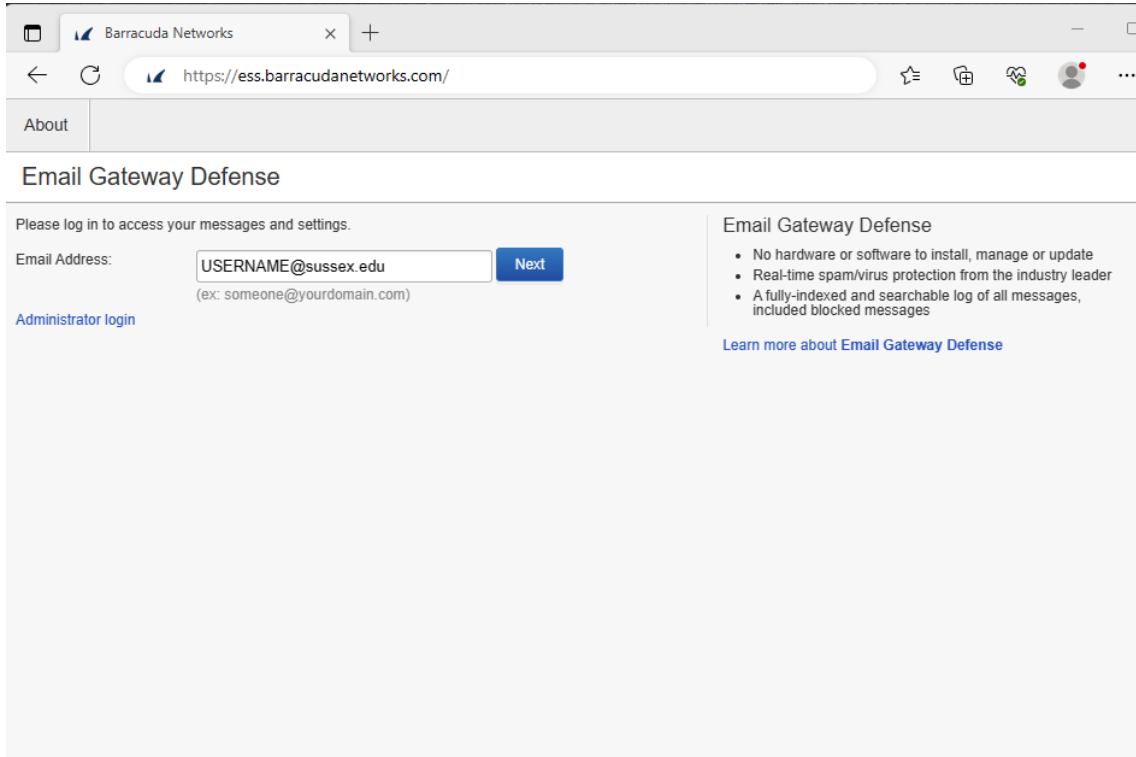
- View external messages sent to your email address within up to a month
- View and allow quarantined messages to be delivered to your Outlook inbox
- Block a sender/domain from sending messages just to your mailbox
- Verify if a message was blocked

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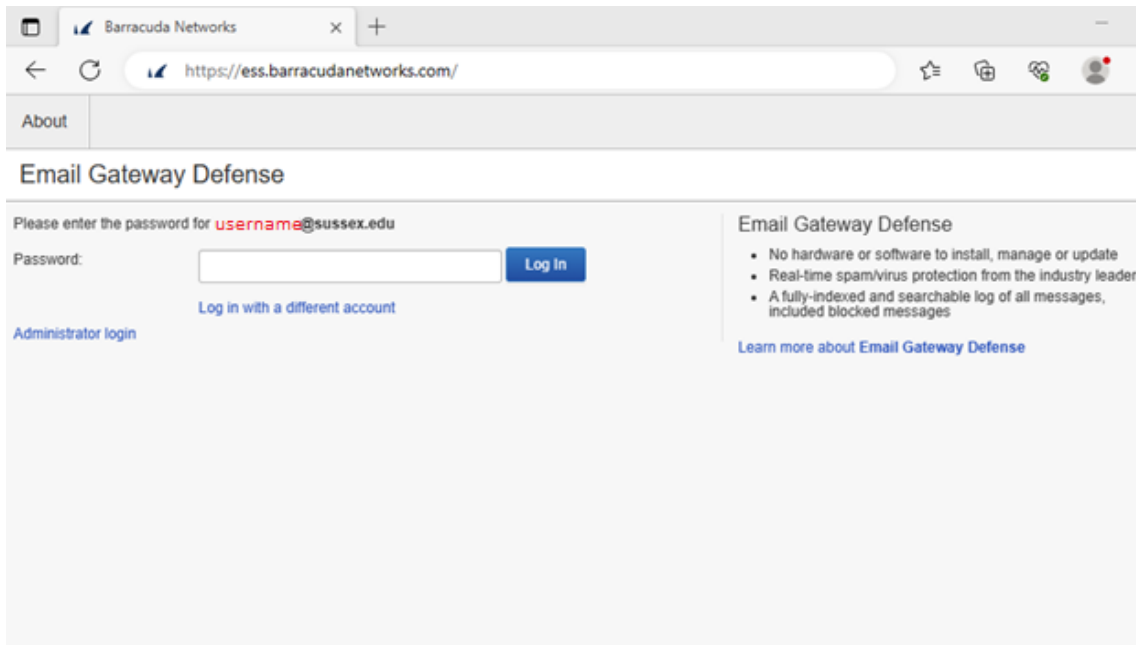
Access the Barracuda Email Security portal:

1. Open a browser (such as Edge or Chrome) and go to <https://ess.barracudanetworks.com>
2. In the “Email Address” enter your @sussex.edu email then click “Next”



The screenshot shows a web browser window with the address bar containing <https://ess.barracudanetworks.com/>. The page title is "Email Gateway Defense". Below the title, there is a prompt: "Please log in to access your messages and settings." The "Email Address:" field contains the text "USERNAME@sussex.edu" and a "Next" button is to its right. Below the input field, there is a note: "(ex: someone@yourdomain.com)". A link for "Administrator login" is located below the "Email Address:" label. On the right side of the page, there is a section titled "Email Gateway Defense" with a bulleted list of features: "No hardware or software to install, manage or update", "Real-time spam/virus protection from the industry leader", and "A fully-indexed and searchable log of all messages, included blocked messages". A link "Learn more about Email Gateway Defense" is positioned below this list.

3. Then enter your Active Directory/username password, then click “Next”



The screenshot shows the same web browser window as the previous one, but now the "Password:" field is active. The prompt above the field reads: "Please enter the password for username@sussex.edu". The "Log In" button is now to the right of the password input field. The "Administrator login" link remains below the "Password:" label. The "Email Gateway Defense" section on the right side of the page is identical to the previous screenshot, listing the same features and including the "Learn more about Email Gateway Defense" link.

4. Once logged in, you will see a similar screen to the one below where you will have an option to preview messages, allow quarantined messages to be delivered or block senders.

The screenshot shows a web interface for a Message Log. At the top, there are navigation links: Message Log, Settings, Log Out (username@sussex.edu), and Support. Below this is a search bar with a dropdown menu set to '1 month' and buttons for 'Search', 'Advanced Search', and 'Saved Searches'. A red arrow points to the search bar with the text 'Filter messages to view messages based on delivery status: allowed, not allowed, quarantined, blocked'. Another red arrow points to the search bar with the text 'Search for messages within the listed time frame'. The main area is a table with columns: From, To, Subject, Date, Size, Delivery, Reason, and Score. The table contains several rows of messages, each with a status icon (a small square with a lock and a colored background). Red arrows point to these icons with the following text: 'Yellow status indicates that the message was quarantined. After selecting and previewing the message, you have an option to push it in your Outlook mailbox by clicking "Deliver" button', 'Red status indicates that the message was blocked. Please contact the IT department for assistance if a valid message was blocked.', and 'Green status indicates that the message was delivered to your Outlook account.'

Yellow status indicates that the message was quarantined. You have an option to preview the message and deliver it to your Outlook mailbox if deemed legitimate.

Green status indicates that the message was delivered to your Outlook account. In some cases, SPAM will be delivered to your mailbox which, depending on severity, will require additional action.

Red status indicates that the message was blocked. Please contact the IT department for assistance if a valid message was blocked. Blocked messages will mostly consist of SPAM, however in some occasions a legitimate message will get blocked for a number of reasons.

To allow a quarantined message to be delivered to your Outlook mailbox:

1. Log in to the ESS Barracuda portal
2. Find and select a message that was quarantined (yellow status)
3. Verify that the message is legitimate. You will be able to view the message after selecting it
4. Click “Deliver” button

The screenshot shows the ESS Barracuda portal interface. At the top, there is a navigation bar with "Message Log", "Settings", "Log Out (username@sussex.edu)", and "Support". Below this is the "Message Log" section, which includes a search bar, a "1 day" filter, and buttons for "Search", "Advanced Search", and "Saved Searches". A table of messages is displayed, with columns for "From", "To", "Subject", "Date", "Size", "Delivery", "Reason", and "Score". A message is highlighted in yellow, and a red arrow points to it. Below the table, there are buttons for "Recategorize", "Export", and "Deliver".

Message was quarantined due to [redacted]

Message details view shows buttons for "Message", "Source", "Block", "Download", "Show Message History", "Open", and "Deliver". The "Deliver" button is circled in red. Below the buttons is a "Load Remote Content" button and a "Message preview" area.

Select quarantined message
Click on either one of the "Deliver" buttons

Reporting and blocking malicious and SPAM Emails:

In some cases, messages are delivered however they are considered malicious or SPAM. With the Barracuda Email Security protection, we have ability to block senders on the user level where each user can maintain their personal block list or globally to protect everyone else.

For any emails that were delivered as a phishing attempt or appear to be malicious and harmful, such, but not limited to:

- gift card or unusual favor requests
- request to pay fake invoices
- requests for your passwords/account information. The IT department will never ask you for your password.
- password requests that were not initiated
- pretending to be someone else
- links to click on to get more information about a case or report

Please contact the IT department with details of the email so that the sender can be blocked from sending emails to anyone in the organization. When in doubt, ask.

Blocking unsolicited emails limited to your account – without affecting the organization

If you receive unsolicited messages (such as advertisement from a vendor) that you do not wish to get to your mailbox, you have an option to block an individual sender or domain (anyone from the @ address) by doing the following (this will not affect others in the organization):

1. Log in to the ESS Barracuda portal
2. Find and select a message that was delivered but you do not wish to receive more from the sender.
3. Click on “Block.” Then, select if you would like to block just the individual sender “Email” or entire domain/company from future email deliveries.

The screenshot shows the ESS Barracuda portal interface. At the top, there is a navigation bar with 'Message Log', 'Settings', 'Log Out (username@sussex.edu)', and 'Support'. Below this is the 'Message Log' section with a search bar and filters. A list of messages is displayed with columns for From, To, Subject, Date, Size, Delivery, and Reason. A red arrow points to a message in the list, and another red arrow points to the 'Block' dropdown menu in the message details view, which is open to show 'Domain' and 'Email' options.

Message Filter: All Reading Pane: Right Bottom Off

Search: 1 week Search Advanced Search Saved Searches

Recategorize Export Deliver

	From	To	Subject	Date	Size	Delivery	Reason
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							

Sample email that was delivered

Select a message in which you want to block the sender from sending future emails

Click on "Block" and select if you would like to block jsut the particular sender or anyone sending from the same domain/company

Message was allowed

Show Details

Message Source Block Download Show Message History Open Deliver Report as incorrectly del

Load Remote Content Domain Email

If you are having trouble reading this email, [read the online version.](#)