

TO: All Employees

From: Information Technology Services (ITS)

Subject: **SPAM AND BLOCKED EMAIL**

As originally announced on February 4, 2005, a new Spam and Filtering technology has been put in place. To date this technology has blocked in excess of a million inappropriate emails and websites. However, technology that allows spammers to find ways to bypass our filtering devices continues to be developed. In response to these developments ITS has increased the level of filtering that is currently in place.

While no technology is 100% accurate, this new technology is much more restrictive and ITS is aware that you may experience problems receiving email from a valid user or an organization that might be blocked using this new method.

- To facilitate the unblocking of legitimate emails a request should be forwarded to unblock@dadeschools.org. *NOTE: The extension of the unblock address is .org; not .net.* When a blocked email is identified as being from a valid school district business source, you must request that the originator send an email message to unblock@dadeschools.org. Once the email is received and determined to be legitimate, the senders email address will be unblocked.
- To block email identified as SPAM, forward the email to SPAM@dadeschools.net.
- To have a website blocked or unblocked, requests should be sent to filter@dadeschools.net

If there are questions or concerns regarding this process, you may submit a question via *Ask A Question* at <http://sus.dadeschools.net/helpdesk/> or by calling Support Services at 305-995-3705.