The Emory University IT Technology Infrastructure and Policy Subcommittee approved a new managed anti-virus and spam service on September 26, 2006. This service will replace the current "Bulk mail folder" spam filtering process.

The company providing the service is called "Postini." The service will block spam, viruses and email attacks and quarantine messages it believes to be spam.

Some important notes about this new service:

- This service will be enabled by Academic and Administrative Information Technology (AAIT) from 10/23/2006 for all eligible faculty, staff, and student accounts.
- Active University account holders will receive a "Welcome" message once it is activated.
- Account holders will receive a daily digest listing the messages that have been quarantined. They will be able to deliver those messages from the listing or visit the Message Center to review.
- All accounts will be set to the default setting of "lenient." This setting is the most commonly used.
- If you would like to adjust your leniency settings; add/modify accept/block lists; or review messages that have been quarantined, you will need to login to the Message Center by going to the below web site.
- Account holders will be able to login to the Message Center using their University credentials (NetID). 

We have setup two training sessions to show you how to use the Postini Site to manage spam email.

1. October 25, 2006 at Seney Conference Hall 4th floor from 9:30 to 10:00AM
2. October 26, 2005 at Seney Conference Hall 4th floor from 2:30 to 3:00 PM

I encourage you to attend one of the above sessions to see how you can start using this new service.

If you have any questions, please submit an Electronic Support Request at http://help.emory.edu, or call the Help Desk at 404-727-7777.
The Outlook is Sunny  by Jim Brown

Emory University is beginning a transition to the Microsoft Outlook program to simplify and unify university email and personal calendars. For years, Emory has suffered from multiple different concurrent email systems that evolved from both central IT administration and independent units of the university. This mishmash of differing email systems created inefficiencies as users were confused about varying addresses, directories, forwarding, formats, and capabilities. The university also suffered excessive costs as each different email system required expensive computing hardware, software, networking, and support. These disadvantages of the status-quo led Emory administration to mandate a unified email and calendar system. The selected system is Microsoft Outlook. (The name of the back-end server is Microsoft Exchange.)

I have been using Outlook for email, calendar and contact list management for over a year now and am pleased with my experience. Switching email from LearnLink to Outlook is simple. It is a trivial 10 second process to forward LearnLink email to Outlook and receive all my mail in Outlook. Outlook looks a little different from LearnLink but it is an easy adjustment and well worth it. After all, email is email.

Outlook makes reading, responding to and creating emails a snap with its split mailbox and reading window layout. I especially like the customizable rules that color code emails from different people and then files them into customized folders thus organizing my messages and projects. Outlook automatically looks-up Emory addresses as I create a new email or I simply drag/drop a name from my contact list to send that person a note. One can also create a customized email-merge to a list of people even easier than merging a document in MS Word.

Outlook over the web works virtually identically to the Outlook client program installed on my office computer. For staying even more in-touch, the Outlook/Exchange system offers connections with smartphones like Blackberries and Treos that provide real-time email, calendar and contact information anywhere in cellular coverage. I respond to email now every time I ride in my car-pool and get a jump on my day.

Outlook calendaring is also a welcomed improvement. All my schedules, appointments and meeting information are in a single place. When I request a meeting or an appointment, the message is sent via email and placed on my calendar all in the same step. There is no more multiple, tedious entering of information separately in emails and calendars. The same Outlook contact list is also used for calendaring so inviting names to a meeting is just a drag, drop and send the email.

There are many more features and advantages in Microsoft Outlook and also MS Office 2007. I’m convinced that you will enjoy using them. Oxford is part of the University transition and OCIT will be implementing a transition and instructional plan. Please watch for more information about the college move to Outlook and Office 2007 with details about how you can start enjoying these advantages.

Backups & Restores  by Jim Brown

Emory University Academic and Administrative IT (AAIT) has implemented a new policy for emory.edu (“Eagle”) email backups and restores.

To quote AAIT:

Effective as of September 11th, 2006---Eagle email restores can only be recovered within 14 days. Backups are now done in a 14 day rotation and requests for restores from longer than 2 weeks past cannot be honored. Thank you for your understanding.

This means that if you need your emory.edu emailbox restored to the state in which it existed for any day within the past 2-weeks, you are in luck. However, if you need an email that you deleted 15 days ago, it is gone for good.

Be advised that satisfying an emory.edu email restore is a time consuming and expensive process and should only be requested in dire circumstances.