



Patrick Henry College

Barracuda Email Gateway Defense Instructions

PHC has implemented an email security service from Barracuda Networks. This service will scan all incoming email for spam, phishing, and other email security threats. Incoming email that fails the scan will be kept in a Quarantine mailbox in Barracuda. If you believe you are missing an email, you can access your Quarantine mailbox by visiting the Barracuda portal at the following URL:

<https://ess.barracudanetworks.com>

You can log into Barracuda with your PHC email address (@phc.edu or @students.phc.edu), selecting **Continue with Microsoft**, and entering your PHC email password.

*(If you have an alumni account, you must enter your @students.phc.edu address, **not** your @alumni.phc.edu address.)*

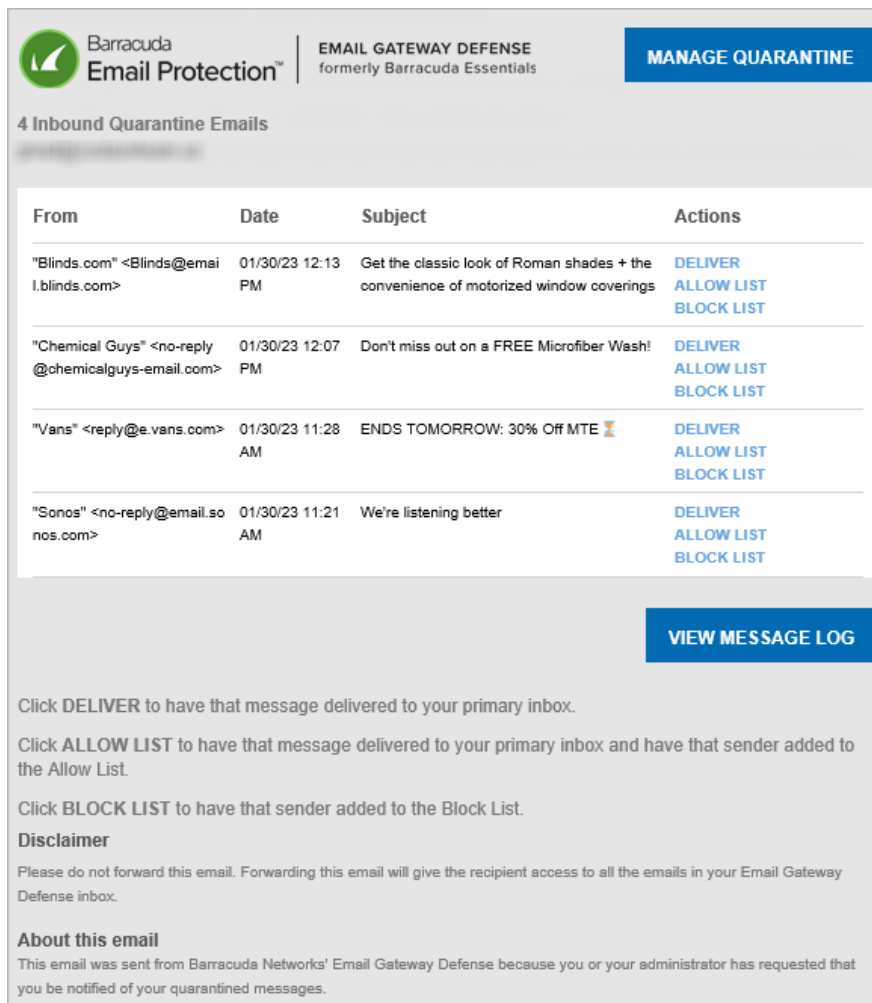
The diagram illustrates the Barracuda sign-in process. On the left, the 'Sign in' page shows the Barracuda logo, the title 'Sign in', and the instruction 'Sign in to Email Gateway Defense to access your messages and settings'. There is a text input field for 'Email address' containing a redacted email address followed by '@students.phc.edu'. Below this is a blue 'Continue' button and a link for 'Administrator sign in'. A blue arrow points from this page to the right page. The right page is titled 'Sign in options' and shows the instruction 'Select sign in option for [redacted]@students.phc.edu'. A red box highlights the 'Continue with Microsoft' button, which features the Microsoft logo. Below this is an 'OR' separator, followed by a button for 'Email me a temporary passcode' and a link for 'Sign in to a different account'.

Once logged in, you can view your Message Log, deliver Quarantined emails to your inbox, and manage your Allowed/Blocked senders.

The Message Log is a history of all your email that has passed through the Barracuda filter. Each email in the Message Log will display which of the following Actions was taken:

- **Allowed:** Email passed the scan and was delivered to your inbox.
- **Quarantined:** Email failed the scan and was not delivered. You can manually deliver these emails if they were incorrectly blocked.
- **Blocked:** Email failed the scan in a way that Barracuda considered serious and was not delivered. ***You must contact IT to deliver Blocked emails; you cannot deliver these yourself.***

You will also receive an email from Barracuda Networks listing any emails caught in your Quarantine filter. Below is an example of this notification.



The screenshot shows an email interface for Barracuda Email Protection. At the top, there's a header with the Barracuda logo, the text "Email Protection", and "EMAIL GATEWAY DEFENSE formerly Barracuda Essentials". A blue button labeled "MANAGE QUARANTINE" is in the top right. Below the header, it says "4 Inbound Quarantine Emails". The main content is a table with four columns: "From", "Date", "Subject", and "Actions".

From	Date	Subject	Actions
"Blinds.com" <Blinds@email.blinds.com>	01/30/23 12:13 PM	Get the classic look of Roman shades + the convenience of motorized window coverings	DELIVER ALLOW LIST BLOCK LIST
"Chemical Guys" <no-reply@chemicalguys-email.com>	01/30/23 12:07 PM	Don't miss out on a FREE Microfiber Wash!	DELIVER ALLOW LIST BLOCK LIST
"Vans" <reply@e.vans.com>	01/30/23 11:28 AM	ENDS TOMORROW: 30% Off MTE 🛒	DELIVER ALLOW LIST BLOCK LIST
"Sonos" <no-reply@email.sonos.com>	01/30/23 11:21 AM	We're listening better	DELIVER ALLOW LIST BLOCK LIST

Below the table, there's a blue button labeled "VIEW MESSAGE LOG". Underneath, there are instructions: "Click DELIVER to have that message delivered to your primary inbox.", "Click ALLOW LIST to have that message delivered to your primary inbox and have that sender added to the Allow List.", and "Click BLOCK LIST to have that sender added to the Block List." Below these instructions is a "Disclaimer" section stating: "Please do not forward this email. Forwarding this email will give the recipient access to all the emails in your Email Gateway Defense inbox." At the bottom, there's an "About this email" section stating: "This email was sent from Barracuda Networks' Email Gateway Defense because you or your administrator has requested that you be notified of your quarantined messages."

The notification contains the following options:

- **Manage Quarantine:** View your full list of Quarantined emails in the Barracuda portal.
- **Deliver:** Deliver the email to your PHC inbox.
- **Allow List:** Delivers the email to your PHC inbox and adds the sender to your personal Allow list, ensuring all future emails from the sender will not be Quarantined.
- **Block List:** Adds the sender to your personal Block list. Blocked emails are kept in Barracuda like Quarantine, but will not generate the notification above.

You can adjust how frequently Barracuda will send these notification emails in the portal. By default, Barracuda checks three times each weekday.

More information on the Barracuda portal is available at this help article:

<https://campus.barracuda.com/product/emailgatewaydefense/doc/167976661/email-gateway-defense-new-user-interface-user-guide/>

If you require any assistance please contact the Help Desk at helpdesk@phc.edu or 540-441-8920.