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.)*
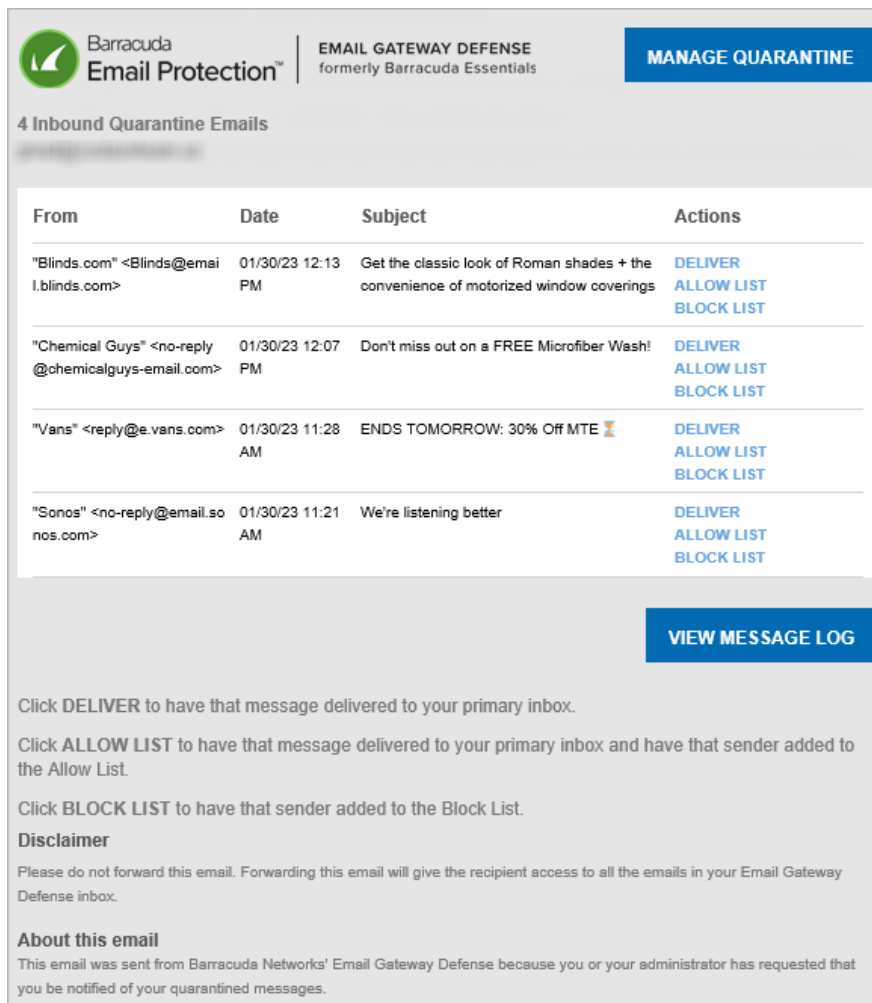

Once logged in, you can view your Message Log, deliver Quarantined emails to your inbox, and manage your Allowed/Blocked senders.

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 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.