Prerequisites:
• CSM GroupWise email account should be established before attending this training

Course Outline:
• Review statistics
  ✓ Account size stats
  ✓ Check Mailbox Size tool

• Archives
  ✓ What are they?
  ✓ Where are they?
  ✓ L drive review
  ✓ Check Mailbox Size of archives

• Clean Up Parameters
  ✓ Where are they?
  ✓ How are they set?
  ✓ What do they mean?

• Find function
  ✓ Searching
  ✓ Adding columns to the results
  ✓ Analyzing the results

• Email considerations

Course Outline (cont’d):
• Spam/Virus Report - terms to know
  ✓ Spam
  ✓ Virus
  ✓ Spoofing
  ✓ Cookies

• What is the spam/virus filter?
  ✓ Purpose
  ✓ What emails are caught?
  ✓ Tool for employees
  ✓ What if we didn’t have a filter?

• Review daily spam/virus email report

• Review quarantine site to manage account
  ✓ Functions
  ✓ Summary of account
  ✓ Time limit
  ✓ Preferences

Audience:
• CSM employees with GroupWise email accounts

Course Length:
• 3 hours

For more Technical Training information, visit:
http://info.csmd.edu/Training/technical

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