Using McAfee Quarantine Manager

McAfee Quarantine Manager provides a central point for users to analyze and act upon emails that have been quarantined because they have been identified as potential Spam. This gives the user the ability to Release or Delete messages and Whitelist or Blacklist senders. With McAfee Quarantine Manger, the user will be able to act upon the messages within the Spam Digest email or log into the User Interface.

McAfee Quarantine Notification

1) At 8 a.m., noon, and 3 p.m. each day, if there are any new items in the McAfee Quarantine Manager, the user will receive a Spam Digest Report. The email will have a summary of the email(s) that have been quarantined since the users last Spam Digest Report.

2) You can Delete(D), Delete/Blacklist(DB), Release(R) or Release/Whitelist(RW) each message listed in the email. If you choose to not take any actions on these messages and just close the Spam Digest Report email, the message(s) will be automatically purged from the system in 17 days.

3) To perform other actions such as manually whitelisting & blacklisting specific senders or to see all the messages in your personal quarantine queue, please click on the link below to login to your account. This link will be provided when you receive quarantine email notices. https://mqmquarantine.illinois.gov/MQMUserUI/

4) The Spam Digest is sent to you at 8 a.m., noon, and 3 p.m. every day only if you have new items since last Spam Digest email. If you would like to see everything currently in your Quarantine, please log into the User Quarantine Site to see all of your current quarantined items by going to https://mqmquarantine.illinois.gov/MQMUserUI/ Logon with your email address and MQM password.

Logging into McAfee Quarantine Manager User Interface:

1) If this is your first time logging in to the McAfee Quarantine Manager User Interface, **please change your password**. If you do not know your password, see Forgot Password section at end of document. This password is unique to this system and does not sync with your network password. Once you have logged in, on the left side, Click on Your Account, then click on Settings near the top. Password needs to be at least 8 characters long and a combination of letters and numbers. Once you have chosen your new password, click Apply near the upper left of the screen. Once you have changed password, click on Quarantined Item in the left pane.

5) On the main screen, by default it will display all items. Click on the down arrow next to Queue to view by Spam Category. **Important note** – If there are no items displayed, there is a possibility that your browser isn't configured properly to display the items. Make sure your Internet Explorer Browser is set for Compatability Mode for this site.

   To turn on Compatibility View

   See if the Compatibility View button 🖼 appears in the address bar. (If you don't see the button, there's no need to turn on Compatibility View.)

   Click the Compatibility View button 🖼 to display the site in Compatibility View.

   If you are unsure of how to set Compatability Mode, please contact the CMS Help Desk at 1.800.366.8768.
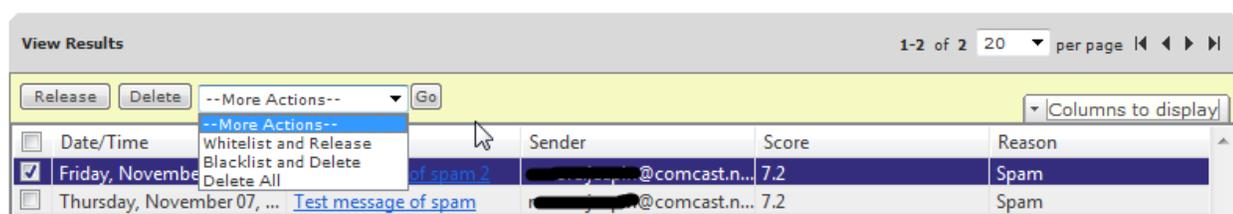
6) You can also search by Sender, Ticket Number, Mail Size and/or Date range. Once you have entered your search criteria, click on Search button on the right.

7) For each item, you can take the following actions on them: Whitelist, Whitelist and Release, Blacklist and Delete, Delete All.

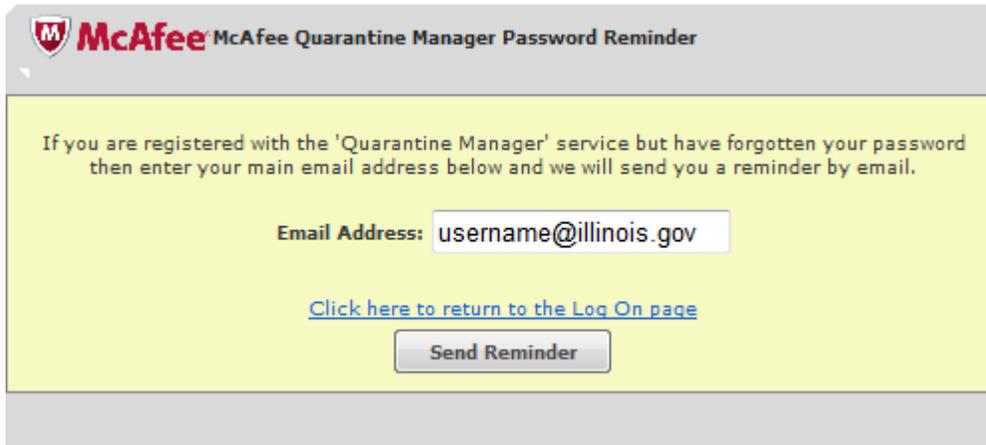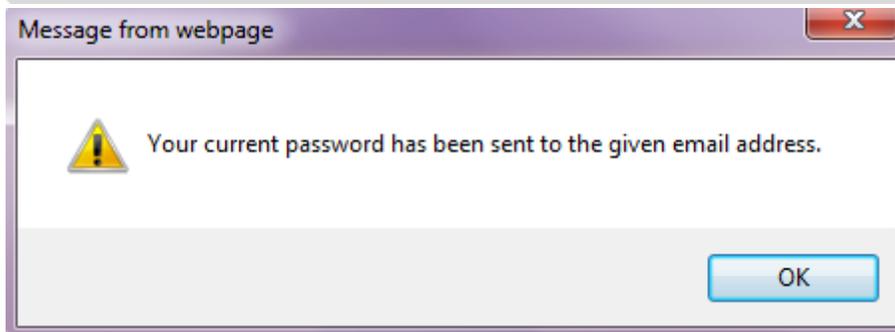8) Here are the rest of the options when clicking on Your Account.
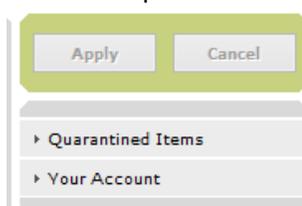
You have options to
  a. Add or Delete Blacklisted email addresses – Blacklist Tab
     i. Use this tab to add email addresses from which you receive frequent spam messages or unwanted emails, to your blacklist. These are the email addresses from which you do **not** wish to receive emails.
  b. Add or Delete Whitelisted email Addresses – Whitelist Tab
     i. Use this tab to add email addresses of trusted senders to your whitelist. These are the email addresses of important senders such as business partners, from which you wish to receive emails.
  c. Add or Delete Email Aliases – Email Addresses Tab
     i. Use this tab to manage your email aliases. Email aliases are used if you have more than one email address. If you add the additional addresses as aliases, quarantined emails destined for any of the email address can be found in the same place
  d. Change your Password – Settings Tab
  e. Reassigned user list – Email Assignment Tab
     i. Use this tab to view the user accounts assigned to you. **Reassigned users list** provides a list of email addresses assigned to your account.

Forgot Password

1) If you have forgotten your password to the McAfee Quarantine Manager, please go to the URL https://mqmquarantine.illinois.gov/MQMUserUI/ and click on "**Forgotten your password? Click here to receive a reminder by email**."

2) Enter your email address and click Send Reminder.

3) Click on "Click here to return to the Logon page" and wait for the email to arrive. This system does not reset your password. It will send an email with the password you currently have it set to. Once you have the password, go back to the log on page and enter your email address and password.