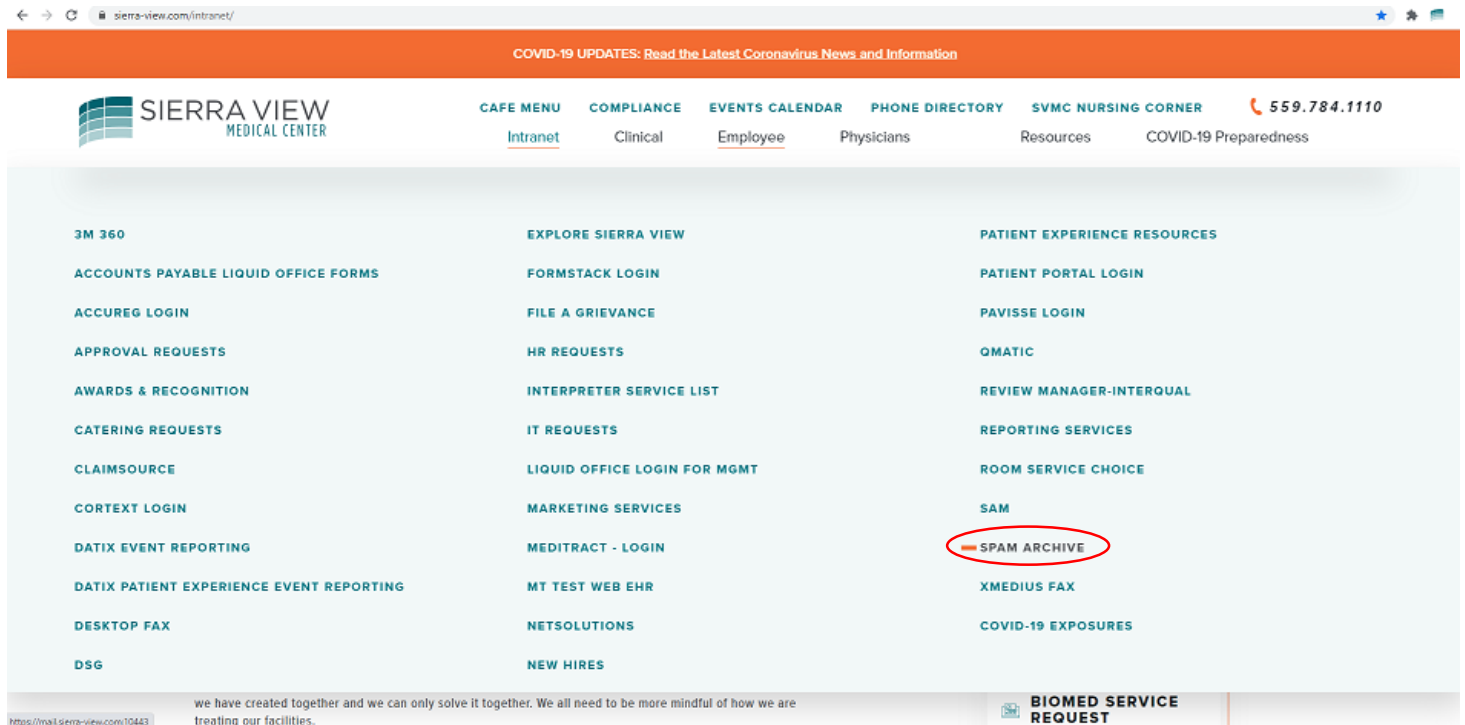


How to Retrieve a Message from Your Spam Archive

Spam is digital junk mail: unsolicited communications sent in bulk over the internet or through any electronic messaging system. The SVMC IT team has set up a safeguard to limit the amount of unwanted spam email you receive.

Sometimes, email communication that you do want to receive accidentally goes to the spam archive. In those instances, you can approve the email communication to successfully be delivered to your inbox with the following steps:

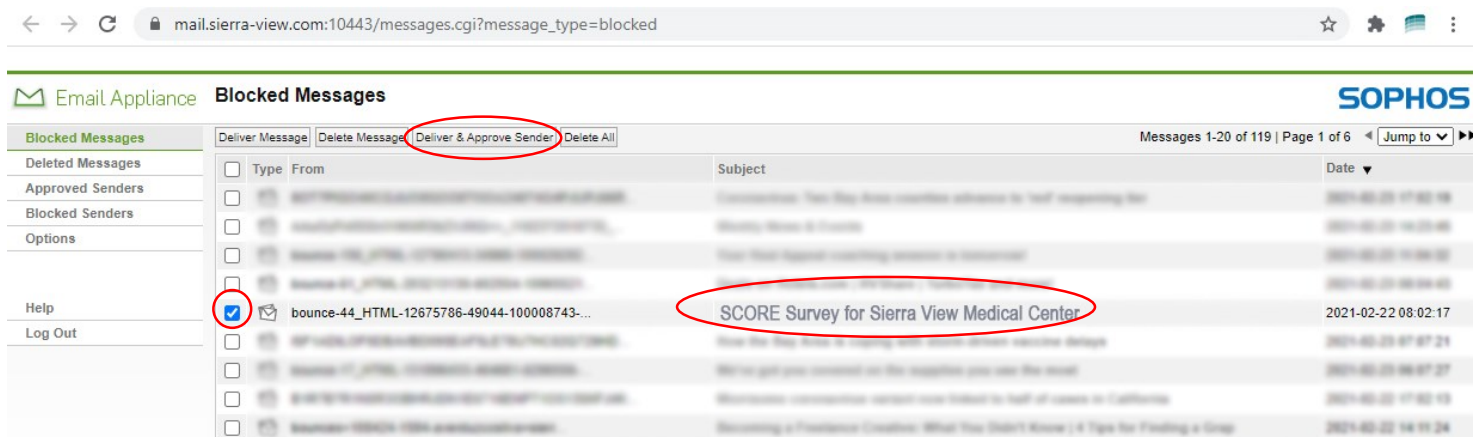
1. Visit the [Intranet](#). Beneath “EMPLOYEE” dropdown, click on “SPAM ARCHIVE”. This should take you to this page: <https://mail.sierra-view.com:10443/>



The screenshot shows the Sierra View Medical Center Intranet homepage. At the top, there is a navigation bar with the Sierra View logo and various menu items: CAFE MENU, COMPLIANCE, EVENTS CALENDAR, PHONE DIRECTORY, SVMC NURSING CORNER, and a phone number 559.784.1110. Below this, there is a secondary navigation bar with links for Intranet, Clinical, Employee, Physicians, Resources, and COVID-19 Preparedness. The main content area is a grid of links. The 'SPAM ARCHIVE' link is circled in red. At the bottom of the page, there is a banner for 'BIOMED SERVICE REQUEST'.

You will be taken to the Sophos Email Appliance.

2. Find the email that says “SCORE Survey for Sierra View Medical Center” in the Subject column and check the checkbox.
3. Click on the “Deliver & Approve Sender” button.



The screenshot shows the Sophos Email Appliance interface. The page title is 'Blocked Messages'. There are buttons for 'Deliver Message', 'Delete Message', 'Deliver & Approve Sender', and 'Delete All'. The 'Deliver & Approve Sender' button is circled in red. Below the buttons is a table of blocked messages. The table has columns for 'Type', 'From', 'Subject', and 'Date'. The message with the subject 'SCORE Survey for Sierra View Medical Center' is circled in red. The checkbox next to this message is also checked and circled in red.

Type	From	Subject	Date
<input type="checkbox"/>	[Redacted]	Compliance: You Stop Here... [Redacted]	2021-02-22 17:52:19
<input type="checkbox"/>	[Redacted]	Weekly News & Events	2021-02-22 16:25:45
<input type="checkbox"/>	[Redacted]	Your Next Support Meeting... [Redacted]	2021-02-22 15:56:52
<input type="checkbox"/>	[Redacted]	[Redacted]	2021-02-22 15:56:52
<input checked="" type="checkbox"/>	bounce-44_HTML-12675786-49044-100008743-...	SCORE Survey for Sierra View Medical Center	2021-02-22 08:02:17
<input type="checkbox"/>	[Redacted]	[Redacted]	2021-02-22 07:57:21
<input type="checkbox"/>	[Redacted]	[Redacted]	2021-02-22 06:57:27
<input type="checkbox"/>	[Redacted]	[Redacted]	2021-02-22 17:52:19
<input type="checkbox"/>	[Redacted]	[Redacted]	2021-02-22 14:11:24

Once the above steps are complete, you should receive the now approved message in your inbox.

Reviewing your SPAM Archive periodically is good practice.

Questions? Please contact the Information Technology Team (x6090)

