# Sendio User's Guide

Haven't received an email you were expecting? Another person outside the District says they haven't received your email? Receiving unwanted spam in your inbox?

The City School District of Albany filters email to block spam. We use a self-managed spam filter called Sendio. As the end user, you must regularly check to see if any expected emails have been erroneously marked as "spam" and prevented from coming into your inbox. You can log onto Sendio using your login credentials at http://sendio.albany.k12.ny.us/

When you log onto Sendio, you will see a list of messages that are being held for your inspection.
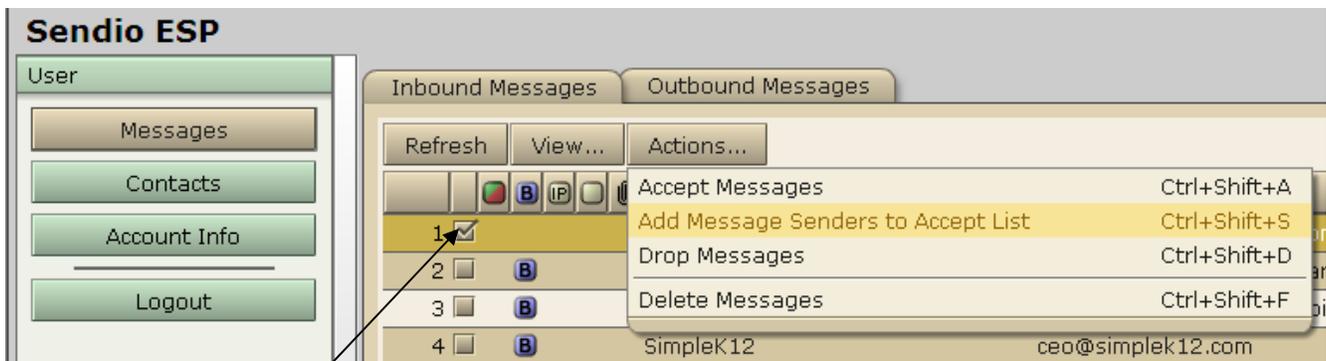
How to Allow Messages Through That Have Been Blocked

How to Always Accept Messages from Specific Senders:
Click on the boxes in front of the items that you want delivered to your inbox, and then select "Actions"→"Add Message Senders to Accept List". Once you have accepted the messages, they will appear in your inbox in a matter of seconds. The next time the sender emails you, their email will come directly to your inbox.

How to Accept Just One Message from a Specific Sender:
Click on the boxes in front of the items that you want delivered to your inbox, and then select "Actions"→"Accept Messages". The next time they email you, their message will likely be held in Sendio.

How to Delete Spam from Specific Senders:
From the "Inbound Messages" tab click on the boxes in front of the items that you want to delete, and then select "Actions"→"Delete Messages". Even if this person emails you again, their email will likely get caught in Sendio and not received in your inbox.

# Managing Messages from Specific Users---Accept, Drop (Delete), or Hold

Click the "Contacts" button on the far left-hand side of the screen.

If you have the email address of the person you want to block or add to your accept list, click the "New" Tab.

Type a Name for the Sender and their email address. From the pull-down menu, select whether you always want to accept their messages, always delete their messages (drop), or always hold their messages in Sendio.

Then select "Save Changes"
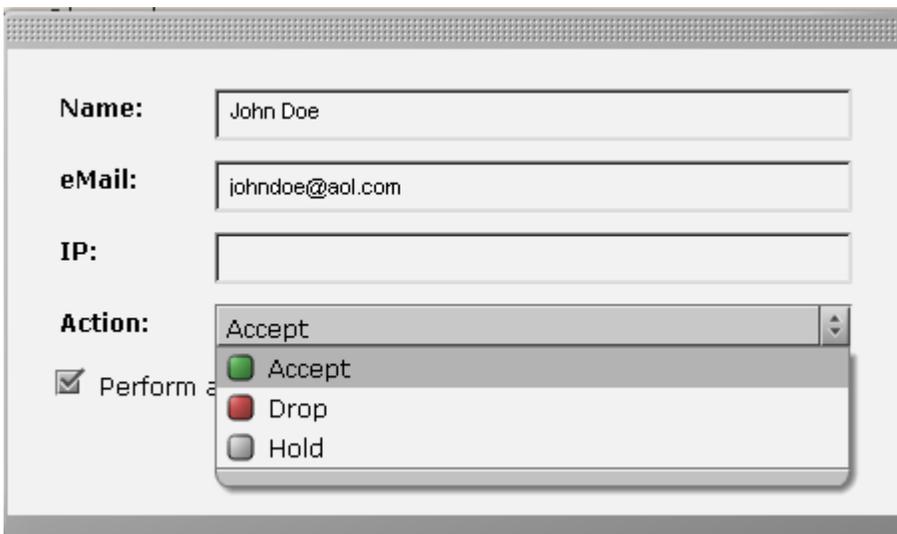
# How to Change the Way a Person's Email is Handled
Find the email address/person's name in your contact list. You can search for a person by pushing Ctrl+Shift+Y (one after the other, all being held down)
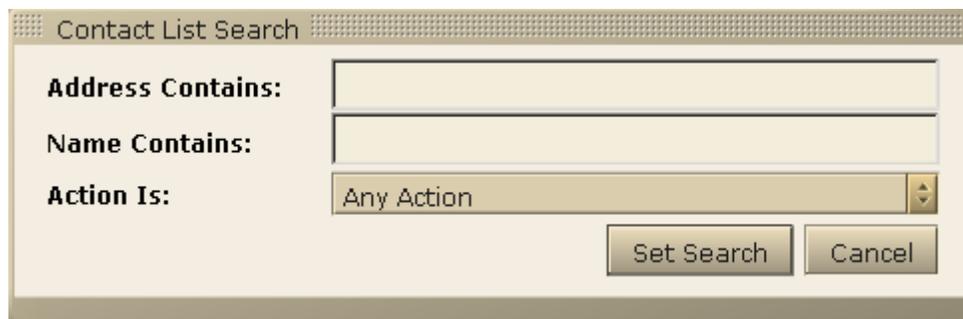
Once you have found the email address/person, you can double-click their name and the screen from above will open. You can then change the "Action" to Accept, Drop, or Hold.

How to Check Emails That You Have Sent

Click on the Messages Tab on the far left and then on the "Outbound Messages" Tab.
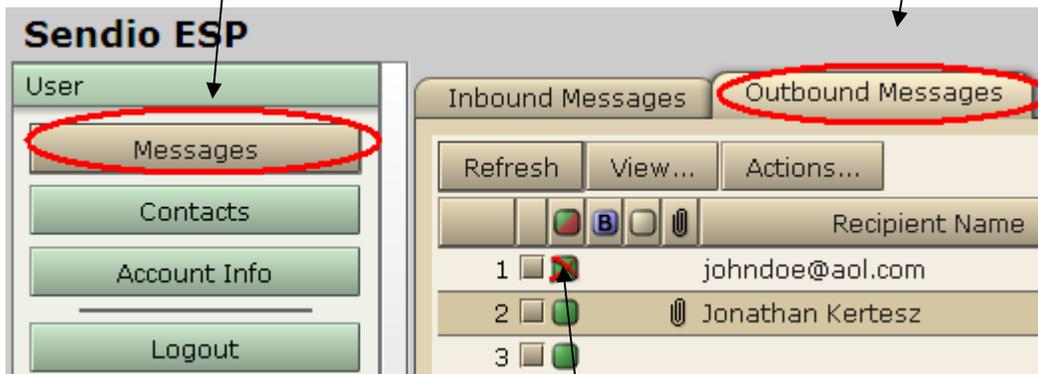
Any messages that have a green button in front of them mean that they were sent successfully from our system. The person waiting for your message should check their spam folder to make sure that your message didn't get caught by their system.

If there is a red button or a green with an "X" button, then our system either couldn't deliver the message or it was refused by the receiving service provider. You should check to make sure that the spelling of the email address is correct.