The Barracuda firewall prevents spam and other unwanted email from appearing in your inbox. There are 2 elements to the Barracuda Firewall:

**The Barracuda Outlook Plugin**

The plugin is used to add an interface button to your Outlook Desktop panel.

**To add the plugin**

1. Go to [https://incoming.millersville.edu](https://incoming.millersville.edu)
2. Instead of logging in, click "Download Outlook Add-In" (This is only for Outlook Desktop. There is no plugin for webmail at this time).
3. Once the plugin has been added, you should do the following to prevent your "Allowed List" from getting exceptionally large:
   1. Log into Outlook.
   2. Go to Tools/Options.
   3. Select the "Barracuda Networks" tab.
   4. Uncheck the box marked “Add recipients of outbound email to the whitelist”.
4. * If this box is not checked, every person you send an email to will go on the whitelist.

**To use the plugin, you’ll find 2 icons in the standard toolbar at the top of Outlook.**

- The green icon will add the highlighted email address to the Allowed List.
- The red icon will add it to the Block List.

**Barracuda Firewall Web Interface**

Barracuda summaries are emailed daily. Entries are automatically deleted after 14 days. Since this function is automatic, no maintenance is usually required.

If you are missing an expected email or wish to block abusive emails, you can access the interface as noted below:

1. Go to [https://incoming.millersville.edu](https://incoming.millersville.edu)
2. Use your full Millersville e-mail address as the username and your domain/e-mail password (this process is the same for both students and staff/faculty).
   1. *Note: If you are unable to log into Barracuda via the method above, then enter your e-mail address in the username field, leave the password field blank and then click "Create New Password". It will send a link to your e-mail address which will allow you to access your account.

**Quarantine Inbox Tab**

This will contain suspicious emails that have been filtered for you. You can perform the following actions on each message:

- **Deliver:** Will deliver the message to you.
- **Whitelist:** Will always deliver email from this address to you without question.
- **Delete:** Will delete item from the list without further filtering.

**Preferences Tab**

The Whitelist and the Blacklist are contained in boxes inside this panel.

- **Whitelist** -- all the entries will come through without question or scanning for spam.
- **Blacklist** -- all the entries will be blocked without question. You will not see emails in your inbox from these addresses.

Current entries on either list will be shown with trashcans beside each email address.
Changing delivery frequency of reports

1. Under Preferences tab click the Quarantine settings panel
2. Settings can be set to daily, weekly, or never.

- To remove an item, simply click on the trashcan beside the email address.
- To add an email address to either list, there is a box at the top of each frame. Simply type in the email address and click "Add".
Help Desk

Help Desk Contact Info

Location: Boyer Building

Phone: 717-871-7777

Email: help@millersville.edu

Classroom Hotline: 717-871-7820

Hours:

Call Center

- Fall/Spring Semesters:
  - M-Th 7:00am - 7:00pm EST
  - F 7:00am - 5:00pm EST

- Summer Sessions:
  - M-F 7:00am - 5:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building

- Fall/Spring Semesters:
  - M-Th 8:00am - 7:00pm, F 8:00am - 5:00pm EST

- Winter/Summer Sessions:
  - M-F 8:00am - 5:00pm EST