Why do I get an **Access Denied** message when I try to send email to the CSE Department Mail service?

Like most entities on the Internet, we get a lot of SPAM email. We use many methods in an attempt to limit how much of the spam gets through to the end-users. The **Access Denied** message means that you, or your ISP is on an internal block-list.

Individual **user@domain** entries are added to the block-list after the mail system administrators receive complaints from multiple faculty members regarding spam sent from that account. A few names are blocked because they are typically spam:

- info@any_domain
- nobody@any_domain
- survey@any_domain
- friend@any_domain

If you use one of these names, and our mail service blocks them, you REALLY should consider making your messages accountable by using a real person’s address in the “From:” line.

ISP’s (**anyone@domain**) entries are added to the block-list if the mail system administrators receive complaints regarding spam originating from the ISP’s net block(s).

**I’m block-listed, but I have a legitimate need to send non-spam mail to one of your users. How do I send mail to users at the CSE Department?**

Contact the mail service administrators by sending mail to **postmaster@nd.edu**, and ask them to relay your message to **postmaster@cse.nd.edu**. You will need to let us know who you are trying to contact, and the **user@host.domain** information for the system that you are sending the email from.