

# Email Quarantine

## User Guide

# Email Quarantine User Guide

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# Technical support

If you need help on an aspect of the security services that is not covered by the online Help or administrator guides, contact your IT administrator or Support team. To find your Support team's contact details in the portal, click **Support > Contact us**.

# Contents

Technical support .....	3	
Chapter 1	Symantec Email Quarantine basics .....	6
	What is Quarantine Portal? .....	6
	Logging in .....	7
	Navigating in the portal .....	8
	Changing the language of the display .....	8
	Filtering the quarantined emails to display .....	9
	Viewing your spam emails .....	9
	Searching for an email .....	9
	Selecting emails .....	10
	Releasing emails .....	10
	Deleting emails .....	12
Chapter 2	Approve Block .....	13
	Managing your approved and blocked senders and domains lists .....	13
	Viewing your approved and blocked senders or domains .....	14
	Adding an approved or blocked sender or domain .....	15
	Deleting approved or blocked senders or domains .....	16
	Requesting a sender to be approved .....	16
Chapter 3	Settings .....	18
	Changing your password .....	18
	Setting notification frequency .....	19
	Adding aliases .....	19
Chapter 4	Manage aliases (Portal administrators only) .....	21
	Adding aliases (for administrators) .....	21
Chapter 5	Manage account groups (Portal administrators only) .....	23
	Account groups .....	23

Chapter 6	Manage accounts (Portal administrators only) .....	25
	Creating quarantine users' accounts .....	25
Chapter 7	Manage email templates (Portal administrators only) .....	27
	Keeping quarantine users informed using templates .....	27
Chapter 8	Troubleshooting .....	29
	I have not received an email asking me to register and log in .....	29
	The system is refusing to send me a password reset message .....	30
	I have released an email but not received it in my inbox .....	30

# Symantec Email Quarantine basics

This chapter includes the following topics:

- [What is Quarantine Portal?](#)
- [Logging in](#)
- [Navigating in the portal](#)
- [Changing the language of the display](#)
- [Filtering the quarantined emails to display](#)
- [Viewing your spam emails](#)
- [Searching for an email](#)
- [Selecting emails](#)
- [Releasing emails](#)
- [Deleting emails](#)

## What is Quarantine Portal?

Symantec Email Quarantine stores emails that the Anti-Spam service suspects are spam or newsletters, which prevents possible spam from reaching your normal email inbox. Emails are kept in Quarantine Portal for 14 days, unless you choose to delete them sooner. You interact with Email Quarantine using Quarantine Portal, which lets you view, accept, and delete quarantined mail, manage blocked and allowed senders, and specify settings and preferences. Administrators also use

Quarantine Portal to manage quarantined email for their organization's email recipients.

- Depending on how Quarantine Portal has been set up, you may receive regular summary notifications of the emails that are directed to Quarantine Portal.
- You can log in to Quarantine Portal and see the date and sender of the emails that are detected as spam. Depending on your organization's security policy, you may see the subject line and preview the text of the emails. The preview facility does not permit you to see attachments or embedded images.
- You can delete unwanted emails, or release wanted emails to your normal inbox. You may be able to release emails directly from your summary notifications.
- If you receive email at more than one address, you can add aliases to Quarantine Portal. All emails that are identified as spam then arrive in the same Quarantine Portal account.

## Logging in

If you have a URL, user name, and password for Quarantine Portal, you can log in. The URL, user name, and password may be contained in the welcome message that was sent to you, or you may have registered in Quarantine Portal. You may be prompted to change your password as soon as you log in.

### To log in to Quarantine Portal

- 1 Click the URL in your welcome message or summary notification.
- 2 Enter your user name and password.
- 3 Click the **Login** button.

The Quarantine Portal Home page is displayed.

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**Note:** When you log in for the first time, you may be presented with the New Account page. Click the **Send me a password** button. Your password is sent to the email address that you used to log in. Depending on your organization's security policy, you may be prompted to change your password regularly. Your organization may have specified restrictions on the type of password you are allowed to use.

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## Navigating in the portal

The Quarantine Portal's menu, located along the left side of the screen, displays icons you can use to move between areas in the portal where you perform different tasks. It is minimized by default, to make it easier for mobile device users to display the portal pages.

### To display the menu

- 1 In the upper left corner of the Portal's Home page, click the three horizontal bars to the left of the Quarantine Portal logo. The menu appears on the left side of the page.
- 2 Click the appropriate icon on the menu to display the desired portal page: **Home**, **Approve|Block**, **Settings**, **Manage Aliases**, **Manage Account Groups**, **Manage Accounts**, or **Manage Email Templates**.

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**Note:** Provided that their organization's quarantine policies allow it, Email Quarantine users can see and use only the first three portal pages: **Home**, **Approve|Block**, **Settings**. The remaining four pages (**Manage Aliases**, **Manage Account Groups**, **Manage Accounts**, and **Manage Email Templates**) are visible only to email quarantine administrators.

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## Changing the language of the display

You can change the language of the Quarantine Portal display.

### To change the language of the display

- 1 In the upper right corner of the Quarantine Portal's Home page, click your user name to display the list of languages the Portal supports (along with links to display Help and to sign out).  
  
For mobile users, the user name is displayed in the side navigation panel, along with icons you use to access other Quarantine Portal pages.
- 2 Select the desired language from the drop-down list. All Quarantine Portal content is now displayed in the selected language.

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**Note:** Administrators use controls on the Templates page to specify the language of the notifications you receive from Email Quarantine.

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## Filtering the quarantined emails to display

The Home page of the Quarantine Portal displays a list of quarantined emails. You control what emails are displayed in the list by selecting:

- **Filter:** click the arrow to choose **All domains** or a specific domain for which to display quarantined emails. Administrators can also choose **My Summary** to display their own quarantined emails.
- **Emails:** click **Total** to display both Spam and News Letters, or click the **Spam** or **News Letters** icons to display the respective types of quarantined emails.
- **Time Line:** click the icon for 14 Days, 7 Days, or 1 Day to select the amount of time for which to display quarantined emails.

## Viewing your spam emails

When you log in to Quarantine Portal, you can see the spam emails that have been sent to you. The sender and date are shown for each email. Depending on your organization's security policy, you may be able to see the subject of emails.

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**Note:** If your Quarantine Portal account contains spam from more than one email address (that is, if you have an alias email address set up for your Quarantine Portal account) the address to which each email was sent is shown in the Recipient column.

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### To sort the list

- ◆ Click the heading of the column to sort by. An arrow is displayed in the column heading to indicate the direction of the sort.

### To define the number of entries displayed on a page

- ◆ Click the **Messages per page** drop-down list and select the number of emails to display on the page.

## Searching for an email

You can search Quarantine Portal for an email from a specific sender or with a specific subject. Depending on your organization's security policy, you may be able to view the subject line for emails. If so, you can search Quarantine Portal for an email with specific text in the subject.

**To search for an email**

- 1 In the search box, type a keyword (or part of one) to identify the subject line or sender of the email. You cannot use wildcards in the search field. For example, if you search for \*, you only find the emails that contain the \* symbol in the subject line or sender's name.
- 2 Click **Search**. Emails containing the keyword are displayed.

## Selecting emails

When you want to delete or release your emails, you can select them either individually or one page at a time.

**To select an individual message**

- ◆ Locate the email and select the check box to the left of it.

**To select emails a page at a time**

- ◆ Select the check box at the top of the list, to the left of the **Sender** column. All of the emails on the page are selected.

Depending on your organization's security policy, you may be able to view the text content of an email. If so:

**To view the content of an email**

- ◆ Locate the email to view and click on the sender name. The email is displayed. You can view the content of the email and decide whether to release it, delete it, or neither.

## Releasing emails

When you release an email, it is sent to your email inbox. The email remains visible in Quarantine Portal. Emails can be released individually or a page at a time.

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**Note:** If you own an account group or an account with aliases, and you release an email for one of your aliases or member accounts, the email is released to the originally intended recipient's inbox rather than to your inbox.

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**Caution:** If your organization's security policy prevents you from viewing the subject or content of emails in Quarantine Portal, the only way to read those emails is by releasing them to your email inbox. Exercise caution when releasing emails with potentially inappropriate content. Once you have released them and received them in your inbox, they become your responsibility.

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#### To release an email from Quarantine Portal

- ◆ Do one of the following:
  - Select the check box to the left of the email to release and click the **Release** button at the top of the list.
  - If your organization's security policy permits you to preview the email, open the email to release by clicking the sender detail, and click the **Release** button at the top of the email.

A **Message released** confirmation message is displayed. You may be able to request that the sender is added to your organization's or your own approved senders list.

#### To release multiple emails from Quarantine Portal

- 1 Select the check boxes to the left of the emails to release and click **Release** at the top of the list.

A **Message released** confirmation message for the first selected message is displayed.
- 2 Click **Continue**.

The next **Message released** confirmation message is displayed.
- 3 Continue in this way until all of the emails are released.

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**Note:** Depending on your organization's security policy, at each **Message released** confirmation message you may be able to request that the sender is added to your organization's or your own approved senders list.

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#### To release a message from an active summary notification

If your organization has set up active summary notifications, your summary notifications contain links to release the spam emails without logging on to Quarantine Portal.

You can only release an email once from an active summary notification, for security reasons. It prevents a malicious user from releasing an email multiple times to launch a denial of service (DOS) attack. If you need to release the email again, you

can do so from Quarantine Portal. You can also ask your Quarantine Administrator to release it for you.

From your spam notification email, click the link next to the email you want to release. The release of the email is confirmed.

An email cannot be released under the following circumstances:

- The email has already been released in Quarantine Portal.
- The email has already been deleted from Quarantine Portal, by yourself or a Quarantine Administrator.
- The email has expired. Spam emails are saved for 14 days.

## Deleting emails

Depending on your organization's security policy, you may be able to delete emails. When you delete an email, it is removed from Quarantine Portal. Emails can be deleted individually, a page at a time, or all at once.

If your organization's security policy permits you to delete emails:

### To delete an email

- ◆ Either select the check box to the left of the email to delete and click **Delete** at the top of the list; or open the email to delete by clicking the sender detail, and click **Delete** at the top of the email.

### To delete a page of emails

- 1 Select the check box to the left of the **Mail from** heading. All of the emails on the page are selected.
- 2 Click **Delete** at the top of the list.

# Approve|Block

This chapter includes the following topics:

- [Managing your approved and blocked senders and domains lists](#)
- [Requesting a sender to be approved](#)

## Managing your approved and blocked senders and domains lists

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**Note:** Depending on your organization's Email Services configuration, you may not be able to manage your own approved and blocked senders lists. In this case, you do not see the **Approved Senders** and **Blocked Senders** tabs in Quarantine Portal.

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Depending on your organization's Email Services configuration, you may be able to define personal approved and blocked senders lists so that, for example, you can receive emails from an address on the company blocked senders list.

- An approved senders list is a list of domain names or email addresses that you want to receive email from, even though these senders may otherwise be blocked by public or company block lists or other spam detection methods.
- A blocked senders list is a list of domain names or email addresses that you want to block emails from, if such mail does not typically get intercepted as spam by the Anti-Spam service scanners.

Your organization may have company approved and blocked senders lists set up. If you are able to manage your own lists, the Email Services Administrator will have specified whether the company lists override your personal lists or vice versa. If you have any concerns about unwanted email getting through to you or wanted email not getting through to you, contact your Email Services Administrator.

Entries on the approved and blocked senders lists can be either full email addresses or domains, for example, jsmith@domain.com or domain.com.

The maximum number of entries in your personal approved and blocked senders lists is 3,000 in each.

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**Note:** You should not put your own domain name in your own approved senders list—to do so may leave you vulnerable to receiving spam from sources purporting to be on your domain.

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The **Approve|Block** page is the primary area you use to block or approve emails and domains. However, you can also approve and block emails and domains from the **Home** page.

## Viewing your approved and blocked senders or domains

### To view your approved and blocked senders or domains:

- Navigate to the **Approve|Block** page in Quarantine Portal's left-side menu, and click the **Approve** or **Block** tab.  
 The existing entries on your list are displayed, including the sender name or domain name, whether the entry is a full email address or a domain, the entry description, the approval level, and the date the entry was added.  
 You can sort the list by clicking on the column heading and change the number of items displayed on a single page by using the **Messages per page** list.

### You can locate an entry by:

- Searching for a specific sender.

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**Note:** You can use partial matching: you do not have to enter the complete email address or domain. You cannot use wildcards in this search field. Entering a \* wildcard only finds emails that contain the \* symbol itself in the sender field

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- Searching for senders added to the approved or blocked senders list between two dates.
- Scrolling through the pages of the list.

### To view all entries again after a search:

- In the **Approve** or **Block** tab (as required), click **Clear Search**.

## Adding an approved or blocked sender or domain

Entries on your personal approved and blocked senders lists can be added in a number of ways:

- You can add entries to your approved and blocked senders lists manually in the **Approve** and **Block** tabs.
- On the **Home** page, you can select a message and use the **Approve** and **Block** email icons or the **Approve Domain** and **Block Domain** buttons to approve or block the message's sender or its domain.
- When you release a spam message to your inbox, you can approve the sender of the spam message at that time. You can also approve the sender's domain, so that any emails that are sent from the domain bypasses the Anti-Spam service.
- Your Quarantine Portal Quarantine Administrator can add, edit, and delete entries on your behalf.

### To add an approved or blocked sender or domain

- 1 Navigate to the **Approve|Block** page in Quarantine Portal's left-side menu, and click the **Approve** or **Block** tab, as appropriate.
- 2 Click **Add**. The **Add Domain or Sender** dialog is displayed.
- 3 Enter the email address or domain name of the sender, the description (required), and then click **Submit**.

The new entry is displayed in the list.

An email address must be the full address with a valid domain name, such as broberts@shopping.com. Partial email addresses, such as broberts@shopping, are not valid. A domain name can be a full name, such as example.com, or a top-level domain, such as .com or .uk. Subdomains, such as name.domain.com, are also valid. Partial domains without the top-level domain, for example, symantec or webcam, are not valid. The \* wildcard is also not valid within a domain name.

### To add an approved sender from the Home page

- ◆ When you receive an email identified as spam from a sender that you want to add to your personal approved senders list, select the email and click **Approve Sender/Approve Domain**.

The sender's email address or domain is added to your personal approved senders list, and the selected email is released from quarantine.

### To add a blocked sender from the Home page

- ◆ When you receive an email identified as spam from a sender that you want to add to your personal blocked senders list, select the email and click **Block Sender/Block Domain**.

The sender's email address or domain is added to your personal blocked senders list, and the selected email is deleted.

## Deleting approved or blocked senders or domains

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**Note:** You are not asked to confirm deletion when deleting entries from the approved and blocked senders lists.

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### To delete selected approved or blocked senders or domains

- 1 Navigate to the **Approve|Block** page in Quarantine Portal's left-side menu, and click the **Approve** or **Block** tab, as appropriate.
- 2 Locate the entries of interest and select the check boxes to the left of the entries.
- 3 Click **Delete**.

### To delete all approved or blocked senders or domains

- 1 Navigate to the **Approve|Block** page in Quarantine Portal's left-side menu, and click the **Approve** or **Block** tab, as appropriate.
- 2 Select the check box in the heading of the left column. All entries are selected.
- 3 Click **Delete**.

## Requesting a sender to be approved

If email from a particular sender is regularly identified as spam, but you still want to receive the email, you can request that the sender is added to your organization's approved senders list. Email from senders on the approved senders list bypasses the Anti-Spam scanners.

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**Note:** Your Email Services Administrator may have decided not to offer you the facility to request that a sender is added to the approved list. Alternatively, your Email Services Administrator may have enabled you to manage your own personal approved and blocked senders lists. In this case, you can add a sender to your list yourself.

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### To request a sender to be approved

- 1 Navigate to the **Home** or to the **Approve|Block** page.
- 2 Select an email from the sender of interest and click **Release**.
- 3 In the **Message released** confirmation, click **Approve Sender**. An email requesting that the sender be added to your organization's approved senders list is sent to your Email Services Administrator. The sender is added at the discretion of the Administrator.

# Settings

This chapter includes the following topics:

- [Changing your password](#)
- [Setting notification frequency](#)
- [Adding aliases](#)

## Changing your password

For security reasons you should change your password periodically. Depending on your organization's security policy, changing your password may be enforced by Quarantine Portal.

### To change your password

- 1 Click the **Settings** icon on left-side menu.
- 2 Click the **Change Password** tab.
- 3 Enter your Old Password.
- 4 Enter your New Password.
- 5 Confirm your new password by entering it again in the **Repeat New Password** box.
- 6 Click **Change**. Confirmation of the change is displayed.

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**Note:** Quarantine Portal may enforce the use of numeric and other non-alphabetic characters in your password, and other password-related constraints may be in place. These constraints are to ensure that passwords are secure and not easily guessed or cracked. For full details, refer to the password section of your organization's Acceptable Use Policy.

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## Setting notification frequency

If the notification facility has been enabled by your organization, you will receive periodic email notification of any spam held by Quarantine Portal. Each summary notification lists only those emails received by Quarantine Portal since the previous notification.

Depending on how Quarantine Portal has been set up by your Quarantine Administrator, you may be able to change the frequency with which you receive notifications. If the **Notifications** link is shown on the **Settings** page, you can change the frequency of these notifications.

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**Note:** To trigger the sending of notifications, you may need to register and request a password.

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### To change the frequency of notifications

- 1 Click the **Settings** icon on the left-side menu.
- 2 Click the **Notification Frequency** tab.
- 3 Select the **Enable Notification** check box.
- 4 Select a day of the week or span of hours in the **Notification Frequency** drop-down list.
- 5 Select a time in the **Notifications Send Time** drop-down list.
- 6 Click **Save**.

## Adding aliases

If you have several email addresses within your organization (for example, john.smith@example.com and jsmith@example.com), you can combine these as aliases under a single Quarantine Portal account. Combining aliases means you only need one set of login details (email address and password) for Quarantine Portal for all your spam to be displayed together.

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**Note:** You can only use email addresses that have been registered by your organization as aliases. If you have set up aliases for your account, the **Summary** page in Quarantine Portal displays both the sender and the recipient of your spam emails.

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**To add an alias**

- 1 Click the **Settings** icon on the left-side menu.
- 2 Click the **Manage Aliases** tab.
- 3 In the **Enter an email address** box, enter the additional email address to be managed by this account.
- 4 Click **Add**. A confirmation message is displayed. An email notification is sent to your other email address, requesting confirmation that this email address should become an alias. Click the URL in the email to confirm the creation of the alias. Until you have done this, the alias is shown as pending in Quarantine Portal.

# Manage aliases (Portal administrators only)

This chapter includes the following topics:

- [Adding aliases \(for administrators\)](#)

## Adding aliases (for administrators)

Quarantine Portal administrators use the **Manage Aliases** page to view, add and edit aliases for an organization's quarantine users. If your users have multiple email addresses within your organization, you can combine these as aliases under a single Quarantine Portal account. Only administrators can view or access the Manage Aliases page. If your organization's security policy permits it, individual users can manage their own aliases using the **Manage Aliases** tab of Quarantine Portal's **Settings** page.

### To add or replace aliases for a quarantine user

- 1 Click the **Manage aliases** icon on the left-side menu.
- 2 In the **Owner** box, enter the email address of the user whose aliases you want to add.
- 3 In the **Aliases** box, enter any additional email addresses to be managed by this account. You can also enter a list of aliases that will replace the user's existing aliases.
- 4 Click **Add** to add new aliases to the existing list of aliases for the user, or click **Replace** to replace the existing list with the aliases entered here. A confirmation message is displayed. An email notification is sent to the owner's other email address, requesting confirmation that this email address should become an alias. Click the URL in the email to confirm the creation of the alias. Until you have done this, the alias is shown as pending in Quarantine Portal.

The **Manage aliases** page displays the email addresses of all owners and their associated aliases. You can search by owner or by alias. You can also delete owners aliases individually or in groups by checking the boxes on the right-hand side of the page and then clicking the **Delete** icon.

**To search for a quarantine user's aliases**

- 1 Click the **Manage aliases** icon on the left-side menu.
- 2 In the **Owner** box, enter the email address of an owner whose aliases you want to display and click the magnifying glass icon to launch the search.
- 3 A list of all of that owner's associated aliases is displayed, along with information about whether the alias is active or pending.

# Manage account groups (Portal administrators only)

This chapter includes the following topics:

- [Account groups](#)

## Account groups

A Quarantine Portal Quarantine Administrator can assign spam for individual Quarantine Portal accounts to be sent to the owner of an 'account group'. An account group enables spam for several email addresses to be viewed through one Quarantine Portal account. The settings for the individual accounts still apply to those individuals' email and the users in the group can still view and manage their spam themselves.

### To add an account group

- 1 Click the **Manage account groups** icon on the left-side menu.
- 2 In the **Owner** box, enter the email address of a user whom you want to be the owner of an account group.
- 3 In the **Account groups** box, enter the email addresses of the users you want to assign to the group and click **Add**.

When they have been set up as an owner of an account group, users receive a notification email advising them of this and requesting confirmation. The users of the individual email addresses in an account group can still manage their own spam and account settings. If a user owns an account group, emails displayed in Quarantine Portal for that group may have different security settings than the owner's email—this may affect whether they can see the subject line of those emails, and preview or delete them.

You can search for and display information about account owners and their groups, and also delete individual owners or group members. To find an owner or a group member, enter the email address of the owner or group member in the appropriate box and click the question mark (?) icon to launch the search. To delete group members, select the check box on the right side of the page and click the **Delete** icon.



# Manage accounts (Portal administrators only)

This chapter includes the following topics:

- [Creating quarantine users' accounts](#)

## Creating quarantine users' accounts

Accounts in the Spam Quarantine system can be manually created on Quarantine Portal's **Manage Accounts** page. You can type or paste up to 300 addresses into the **Accounts** box in a single step, and also specify whether to send a welcome message to the user when the account is created, and whether to enable notification messages for the accounts you created when spam has been received in their accounts. You can only create accounts within a domain that you administer.

### To add quarantine user accounts

- 1 Click the **Manage account groups** icon on the left-side menu.
- 2 In the **Accounts** box, type or paste users' email addresses. You can enter up to 300 addresses at once.
- 3 Select the appropriate check box to send a welcome message on account creation and enable notification messages for created accounts.
- 4 Click **Add Account**. If you added a large number of addresses, expect processing to take some time.

### To display quarantine user's account information

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**Note:** You can specify any or all of the search criteria, depending on how wide or narrow you want your search to be. For example, if you specify only **Manual** as the creation method, then all manually created accounts are displayed.

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- 1 Click the **Manage account groups** icon on the left-side menu.
- 2 Enter the email address of the user whose information you want to display.
- 3 Select the user's domain from the drop-down box.
- 4 Specify the account creation method (**manual** or **any way**).
- 5 Click the question mark (?) icon to start the search.

#### To delete a user's quarantine account

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**Note:** When you delete an account, be aware that this completely removes any held spam along with any account settings specified by the user. It is a best practice to inform the user about the account deletion to avoid any confusion.

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- 1 Click the **Manage account groups** icon on the left-side menu.
- 2 Specify one or more search criteria to locate the desired account.
- 3 Select the check box to the right of the account and click the **Delete** icon.

# Manage email templates (Portal administrators only)

This chapter includes the following topics:

- [Keeping quarantine users informed using templates](#)

## Keeping quarantine users informed using templates

Administrators can use templates for a variety of routine types of user communication. You can select, display and customize templates for:

- First Time (user)
- Whitelist User
- Whitelist Domain
- Notifications
- Password Reset
- Usage Report
- Alias Confirm
- Alias Confirmed Master
- Alias Confirmed Slave
- Preset Alias
- New Account

You can specify the domain of the users who will receive the communication. You can also specify the locales of the targeted users. A list of template placeholders

and their definitions helps you determine how to customize the template to meet the needs of your users.

The template editor provides a formatted environment you can use to enter your text. You can also view and work directly in the HTML source.

#### To send a template-based email notification

- 1 Click the **Manage email templates** icon on the left-side menu.
- 2 Specify the domain of the targeted user, select the desired template from the drop-down list, select the targeted user's locale, and click **Get Template**.  
The template editor appears.
- 3 Edit the variable fields in the template to include specific information about the targeted user. If you are unsure what the field should contain, consult the **Email Place Holders** list to the right of the template editor.
- 4 When you are finished editing the template's variable fields, click **Preview** to see what your completed email will look like.
- 5 If you are satisfied with your email's appearance, click **Apply** and then choose whether to apply your changes to the specified domain, all domains, or selected domains.
- 6 Click **Apply Changes** to save your changes.

# Troubleshooting

This chapter includes the following topics:

- [I have not received an email asking me to register and log in](#)
- [The system is refusing to send me a password reset message](#)
- [I have released an email but not received it in my inbox](#)

## I have not received an email asking me to register and log in

If you have not yet received any registration or login details, there are two likely reasons:

- You have not received any spam.
- Instead of creating an individual Quarantine Portal account for you, your Quarantine Administrator has decided to manage your spam in a different way.

However, if you would like to check whether an account has been created for you:

1. Go to the login page.
2. Click the **Forgot your Password?** link.
3. Enter your email address.
4. Click **Request Password Reset**.

If you receive the error message **Invalid email address**, you do not have a Quarantine Portal account. If you think you should have an account, contact your Quarantine Administrator.

If you receive a password reset message (sent to your email inbox), click on the embedded link to set your password. When you log in to Quarantine Portal you see the emails that have been quarantined for you. If no spam has been redirected to

Quarantine Portal, the message **You currently have no spam in the quarantine system** is displayed.

## The system is refusing to send me a password reset message

If you receive the error message **Invalid email address** when requesting a password reset, a Quarantine Portal account has not been created for you. There are two likely reasons:

- You have not received any spam.
- Instead of creating an individual Quarantine Portal account for you, your Quarantine Administrator has decided to manage your spam in a different way.

If you think you should have a Quarantine Portal account, contact your Quarantine Administrator.

## I have released an email but not received it in my inbox

The time it takes for an email to reach your inbox depends on a variety of factors that are independent of the Anti-Spam service, such as Internet delays. Please wait for two hours and then release the email again. If it still does not reach your inbox, contact your Quarantine Administrator.