# Spam Manager

## User Guide

# Spam Manager User Guide

Documentation version: 1.0

## Legal Notice

# 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

Chapter 1

# Introduction

This chapter includes the following topics:

- Versions of this guide
- About Spam Manager
- Getting started with Spam Manager
- Logging in to Spam Manager
- Changing the language of the display

## Versions of this guide

This guide is available in the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Danish
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian

- Spanish

- Swedish

# About Spam Manager

Spam is unwanted email, often promoting fraudulent or illegal activities, sent indiscriminately to many addresses.

The antispam service checks all email messages that enter your organization. Messages that are suspected of being spam are directed to Spam Manager and do not reach your email inbox. Spam Manager stores your spam. You can log in to Spam Manager and view the details of any spam that has been sent to you. Depending on your organization's security policy, you may be able read the text content of the email. You may also be able to release emails directly from a spam notification email into your inbox, without logging into Spam Manager.

With Spam Manager you can either:

- Delete unwanted email.

- Release wanted email to your normal email inbox.

Messages are normally kept for 14 days unless you choose to delete them before then. After this time they are deleted automatically.

You use a password to log in to Spam Manager. Only you and the Quarantine Administrators in your organization can view your email. Other users cannot access your Spam Manager account.

Depending on how your Quarantine Administrator has set up Spam Manager, you may receive regular notifications of your spam emails.

If you receive email within your organization at more than one email address, you can add these to your main Spam Manager account as aliases.

All your spam is then redirected to a single Spam Manager account.

Depending on your organization's AntiSpam service configuration, you may be able to define a personal approved senders and blocked senders list. Use the approved senders list to ensure that you receive wanted emails from any senders that are on a public or a company block list. Use the blocked senders list to block emails from any senders that are not on a public or a company block list.

# Getting started with Spam Manager

You can access the emails that are detected as spam in several ways. These depend on how your organization's Spam Manager Quarantine Administrator has set up the service.

**Table 1-1**          Spam Manager setup options

| Spam Manager setup options |
| --- |
| Your Spam Manager account is set up by the Quarantine Administrator. |
| You receive a welcome message that contains a link to log in to Spam Manager. |
| You can log in to Spam Manager to review and release the emails that are detected as spam. |
| You receive notifications when you are sent spam. |
| **Note:** Your Quarantine Administrator may have disabled notifications. If so, you can log in to Spam Manager to review and release emails. |
| Your Spam Manager account is set up automatically when you receive your first email that is detected as spam. |
| You receive a welcome message when spam is first received for you. It contains a link to log in to Spam Manager. |
| You can log in to Spam Manager to review and release the emails that are detected as spam. |
| You receive notifications when you are sent spam. |
| **Note:** Your Quarantine Administrator may have disabled notifications. If so, you can log in to Spam Manager to review and release emails. |
| Your Spam Manager account is set up by the Quarantine Administrator. |
| You receive a welcome message that contains a link to log in to Spam Manager. |
| You receive summary notifications when you are sent spam. |
| The notification contains a link to log in to Spam Manager to review and release the emails that are detected as spam |
| You can log in to Spam Manager to review and release the emails that are detected as spam, if desired. |

Table 1-1        Spam Manager setup options *(continued)*

| Spam Manager setup options |
|---|
| Your Spam Manager account is set up automatically when you receive your first email that is detected as spam. |
| You receive active summary notifications when you are sent an email that is detected as spam. |
| You can release an email directly from the notification. |
| You may be able to add the envelope sender address of an email to an approved or blocked senders list directly from the notification. |
| The notification contains a link to log in to Spam Manager to review and release the emails that are detected as spam. |
| You do not receive a separate welcome message containing a link to Spam Manager. |

# Logging in to Spam Manager

You can log into Spam Manager if you have a URL and password. If your Spam Manager account is created for you automatically, these are contained in your welcome message.

**To log in to Spam Manager**

1   Click the URL in your welcome message.

    The Spam Manager login page is displayed.

2   Enter your email address and password.

3   Click **Login**.

    **Note:** 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.

4   The Spam Manager **Summary** page is displayed:

Up to four tabs are displayed:

**Summary**                     Lists all spam redirected away from your inbox to your Spam
                                Manager account

| | |
|---|---|
| **Approved Senders** | Displays your personal approved senders list. |
| | See "About Managing your approved and blocked senders lists" on page 25. |
| | **Note:** Depending on your organization's AntiSpam configuration, you may not be able to manage your own approved senders list. In this case, you do not see the **Approved Senders** tab in Spam Manager. |
| **Blocked Senders** | Displays your personal blocked senders list. |
| | See "About Managing your approved and blocked senders lists" on page 25. |
| | **Note:** Depending on your organization's AntiSpam configuration, you may not be able to manage your own blocked senders list. In this case, you do not see the **Blocked Senders** tab in Spam Manager. |
| **Options** | Enables you to change the frequency of email notifications, add aliases, and change your password. |

# Changing the language of the display

You can change the language of the Spam Manager display. When you change the language of Spam Manager, the notifications that you receive use that language too. You can change the language at any time.

**To change the language of the display:**

◆ Select the language you require from the drop-down list at the top-right of the Spam Manager screen.

Spam Manager uses the selected language when you log in again.

# Managing your messages

This chapter includes the following topics:

- Viewing messages in Spam Manager
- Searching for a message
- Selecting messages
- Viewing the content of a message
- Releasing messages
- Releasing a message from an active summary notification
- Deleting messages

## Viewing messages in Spam Manager

Once you have logged in to Spam Manager, any spam email that you have is listed. Details of the sender and date are shown for each message. Depending on your organization's security policy, the subject of the message may also be shown.

**Note:** If your Spam Manager account contains spam from multiple email addresses—that is, from alias accounts—the recipient address that each message was sent to is shown.

See "Managing aliases" on page 21.

**To sort the list**

1   Click the **Summary** tab.

2   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:**

1   Click the **Summary** tab.

2   Click the arrow next to the **Messages per page** drop-down list, and select the required number of entries to display.

# Searching for a message

You can search Spam Manager for a message from a specific sender or with a specific subject.

**To search for a message**

1   Click the **Summary** tab.

2   Type a keyword (or part of one) to identify the subject line or sender of the email in the search box.

    You cannot use wildcards in the search field. For example, if you search for *, only the emails that contain the * symbol in the subject line or sender's name are returned.

3   Click **Search**.

    Any messages containing the keyword are displayed.

**To list all messages**

1   Click the **Summary** tab.

2   Click **Clear Search**.

3   All of your messages are listed according to your setting for the number of messages per page.

    See "Viewing messages in Spam Manager" on page 13.

# Selecting messages

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

**To select an individual message**

1   Click the **Summary** tab.

2   Locate the message and select the checkbox to the left of it.

**To select messages a page at a time**

1   Click the **Summary** tab.

2   Select the checkbox at the top of the list, to the left of the **Sender** column.

    All of the messages on the page are selected.

# Viewing the content of a message

Depending on your organization's security policy, you may be able to view the text content of the emails that are in Spam Manager.

If your organization's security policy prevents you from viewing the subject or content of emails in Spam Manager, to read those messages you must release them to your email inbox. We advise you to exercise caution when you release messages with potentially inappropriate content. Once you have released an email and received it in your inbox, it becomes your responsibility.

**To view the content of a message**

1   Click the **Summary** tab.

2   Locate the message to view and click on its sender's name.

    The message is displayed. You can check the content of the message and decide whether to release it, delete it, or neither.

# Releasing messages

When you release a message, it is sent to your email inbox. It remains visible in Spam Manager. Released messages have a small arrow icon next to the subject. Messages can be released individually or a page at a time.

If you own an account group or an account with aliases, and you release an email for an aliased or a member account, the email is released to the original recipient's inbox rather than to your inbox.

**To release a message from Spam Manager**

1   Click the **Summary** tab.

2   Either:

- Select the checkbox to the left of the email to release and click **Release** at the top or bottom of the list.

- Open the email to release by clicking the sender detail, and click **Release** at the top or bottom of the message.

  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.

  See "Requesting a sender to be approved" on page 22.

  See "About Managing your approved and blocked senders lists" on page 25.

**To release multiple messages from Spam Manager**

1   Click the **Summary** tab.

2   Select the checkboxes to the left of the emails to release and click **Release** at the top or bottom of the list.

   A **Message released** confirmation message for the first selected message is displayed.

3   Click **Continue**.

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

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**Note:** 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.

See "Requesting a sender to be approved" on page 22.

See "About Managing your approved and blocked senders lists" on page 25.

# Releasing 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. You do not have to log into Spam Manager when you need to release an email.

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, thereby performing a denial of service (DOS) attack. If you need to release the email again, you can do so from Spam Manager. Or ask your Quarantine Administrator to release it for you.

An email cannot be released in the following circumstances:

■ The email has already been released within Spam Manager

■ The email has already been deleted from Spam Manager, by yourself or a Quarantine Administrator

■ The email has expired. Spam emails are saved for 14 days.

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

◆ From your spam notification email, click the link next to the email that you want to release.

The release of the email is confirmed.

# Deleting messages

When you delete a message, it is removed from Spam Manager. Selected messages can be deleted individually, a page at a time, or all at once.

**To delete a message**

1 Click the **Summary** tab.

2 Either:

■ Select the checkbox to the left of the email to delete and click **Delete** at the top or bottom of the list.

■ Open the email to delete by clicking the sender detail, and click **Delete** at the top or bottom of the message.

**To delete a page of messages**

1 Click the **Summary** tab.

2 Select the checkbox to the left of the sender heading.

All of the messages on the page are selected.

3 Click **Delete** at the top or bottom of the list.

**To delete all messages**

1 Click the **Summary** tab.

2 Click **Delete All** at the top or bottom of the list.

# Managing your account

This chapter includes the following topics:

- Managing your account

- Changing your password

- Setting notification options

- Managing aliases

- Requesting a sender to be approved

- About account groups

## Managing your account

The tasks that enable you to use your Spam Manager account as you require are described in the following table.

**Table 3-1**    Account management tasks

| Task | Description |
|---|---|
| **Changing your password** | You should change your password regularly. Depending on your organization's Security policy, Spam Manager may enforce regular password changes. |
| | See "Changing your password" on page 20. |
| **Setting notification options** | Specify how often you want to receive your spam notifications. |
| | See "Setting notification options" on page 21. |

**Table 3-1** Account management tasks *(continued)*

| Task | Description |
|------|-------------|
| **Managing aliases** | If you have several email addresses within the organization, they can be managed under your main Spam Manager account.<br><br>See "Managing aliases" on page 21.<br><br>**Note:** Your Spam Manager Quarantine Administrator may have set up your email accounts as aliases for you. In this case, your spam may be managed for you. If so, you may receive a notification email to request your confirmation. |
| **Requesting a sender to be approved** | You can request that a sender is added to your organization's approved senders list, so that emails from those senders are not identified as spam.<br><br>See "Requesting a sender to be approved" on page 22.<br><br>**Note:** You may be able to manage personal approved and blocked senders lists. In this case, you can add a sender to your own approved senders list.<br><br>See "About Managing your approved and blocked senders lists" on page 25. |

# Changing your password

For security reasons you should change your password regularly. Depending on your organization's Security policy, Spam Manager may enforce regular password changes.

Spam Manager may enforce certain requirements in your new password, such as the use of numeric and non-alphabetic characters. The password policy may also prevent the use of dictionary words or certain other character sequences. See your organization's password policy or security policy for details.

**To change your password**

1    Click the **Options** tab.

2    Click the **Change Password** link.

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.

# Setting notification options

If notifications are enabled for your organization, you receive email notification of any spam that is held by Spam Manager. Each notification lists the emails that were received since the previous notification.

The notification email is in the language that is set by your IT administrator or that you last selected in Spam Manager.

See "Changing the language of the display" on page 11.

Depending on how Spam Manager is set up, you may be able to change the frequency that you receive notifications. If the **Notifications** link is shown on the **Options** page, you can change the frequency of these messages.

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

See "Getting started with Spam Manager" on page 9.

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**To change the frequency of notifications**

1 Click the **Options** tab.

2 Click the **Notifications** link.

3 Ensure that the **Send notifications of newly received spam messages** checkbox is selected.

4 Select a frequency for notifications to be sent from the **Send notifications when?** drop-down list.

5 Click **Save**.

# Managing aliases

If you have several email addresses within your organization, you can combine these as aliases under a single Spam Manager account. For example, you may have two email addresses—*john.smith@example.com* and *jsmith@example.com.* If you combine these accounts, you only need one set of login details for Spam Manager. All of your spam is displayed together.

You can only use email addresses that are registered by your organization as aliases.

If you have aliases for your account, the **Summary** page in Spam Manager displays both the sender and the recipient of your spam messages.

**To add an alias**

1   Log in to the Spam Manager account that you want to add an alias to.

2   Click the **Options** tab.

3   Click the **Manage Aliases** link.

4   In the **Add an alias** box, enter the additional email address for this account to own.

5   Click **Add**.

    A confirmation message is displayed. A message is sent to your other email address that requests you to confirm that this email address should become an alias. Click the URL in the message to confirm the creation of the alias. Until you have confirmed the alias, it is shown as **pending** in Spam Manager.

**To delete an alias**

1   Log in to the Spam Manager account to which you want to delete an alias.

2   Click the **Options** tab.

3   Click the **Manage Aliases** link.

4   Select the checkbox to the left of the alias to delete.

5   Click **Delete**.

    When an alias is deleted, any spam that is received for that email address is longer directed to the alias' owner. Instead it is directed to a new Spam Manager account for that email address. If Spam Manager is configured to send welcome messages when spam is received, a message is sent to the previously aliased email address inviting the user to register for a Spam Manager account. The user can then request a password and manage their own Spam Manager account.

# Requesting a sender to be approved

If email from a particular sender is regularly identified as spam, you can request that the sender is added to your organization's approved senders list. Email from approved senders bypasses the antispam scanners.

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**Note:** Your AntiSpam service Administrator may have decided not to offer you the facility to request that a sender is added to the approved list. Alternatively, your AntiSpam service 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.

See "About Managing your approved and blocked senders lists" on page 25.

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**To request a sender to be approved**

1   Click the **Summary** tab.

2   Select a message from the sender of interest and click **Release**.

3   In the **Message released** confirmation, click **Request sender approved**.

    An email requesting the sender to 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.

# About account groups

Your Spam Manager Quarantine Administrator can assign spam for individual Spam Manager accounts to be sent to the owner of an 'account group'. An account group enables spam for several email addresses to be viewable through one Spam Manager 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.

If you have been set up as an owner of an account group, you may receive a notification email that requests your confirmation. The users of the individual email addresses in an account group can still manage their own spam and account settings.

If someone else manages your spam as part of an account group, you may receive a notification email that requests your confirmation. You can still view and access your own Spam Manager account and manage your spam and your account settings yourself.

# Managing your approved and blocked senders lists

This chapter includes the following topics:

- About Managing your approved and blocked senders lists
- Viewing your approved and blocked senders
- Adding an approved or blocked sender
- Editing an approved or blocked sender
- Deleting approved or blocked senders

## About Managing your approved and blocked senders lists

**Note:** Depending on your organization's AntiSpam 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 Spam Manager.

Depending on your organization's AntiSpam configuration, you may be able to define personal approved and blocked senders lists. A personal approved senders list enables you to receive emails from an address on your company's blocked senders list, for example.

- An approved senders list is a list of domain names or email addresses that you want to receive email from. You receive emails from senders that would normally be blocked by the 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. Emails from a sender on the list are blocked even though such mail does not typically get intercepted as spam.

Your organization may have company approved and blocked senders lists set up. If you can manage your own lists, the AntiSpam service Administrator has 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 AntiSpam service Administrator.

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

You can assign an unlimited number of entries in your personal approved and blocked senders lists.

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**Note:** You should not put your domain name in your own approved senders list. Including your own domain name in your approved senders list can cause problems with spam from spoofed email addresses not being quarantined as expected.

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# Viewing your approved and blocked senders

**To view your approved and blocked senders:**

◆ Click the **Approved Senders** or **Blocked Senders** tab, as required.

The existing entries on your list are displayed, including the following information:

■ Sender or the domain name

■ Whether the entry is a full email address or a domain

■ The entry description

■ The date the entry was added

You can sort the list by clicking on the column heading.

You can change the number of items that are displayed on a single page by using the **Entries per page** drop-down list.

You can locate an entry by:

■ Searching for a specific sender.
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 * only finds the emails that contain the * symbol itself in the sender field.

■ Searching for the senders that are 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 **Approved Senders** or **Blocked Senders** tab (as required), click **Clear Search**.

# Adding an approved or blocked sender

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 **Approved Senders** and **Blocked Senders** tabs

■ 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 AntiSpam service

■ If you receive an active summary notification of spam, you may be able to click on the link in the notification. If available, this link enables you to add the sender of the email to your approved or blocked senders list. The envelope sender address is the actual email address of the sender, which may differ from the Reply-To address that you would usually see.

■ Your Spam Manager Quarantine Administrator can add, edit, and delete entries on your behalf

The following table shows the valid characteristics of entries on the list.

**Table 4-1**     Valid email address and domain entries in an approved or blocked senders list

| Entry type | Description |
| --- | --- |
| Email address | A full email address with a valid domain name, such as *broberts@shopping.com*.

Partial email addresses are not valid, such as *broberts@shopping*.

Email addresses containing the following characters are not valid: & + = |

| **Table 4-1** | Valid email address and domain entries in an approved or blocked senders list *(continued)* |

| Entry type | Description |
| --- | --- |
| Domain | The domain name can be either:<br><br>■ A full domain name—such as *example.com*<br>■ A top-level domain—such as *.com* or *.uk*<br>■ A subdomain—such as *name.domain.com*<br><br>Partial domains without the top-level domain are not valid—such as *domain* or *webcam*.<br><br>The * wildcard is also not valid within a domain name. |

**To add an approved or blocked sender**

1   Click the **Approved Senders** or **Blocked Senders** tab, as required.

2   Click **Add Entry**.

The **Add ... Sender** page is displayed.

3   Enter the email address or domain name of the sender to add to the list.

4   Enter a description for the entry.

This field is mandatory.

5   Click **Save**.

The new entry is displayed in the list.

**To add an approved sender when you release a message from Spam Manager**

1   Select a message from the sender to add to the list and click **Release**.

2   In the **Message released** confirmation, click **Approve sender** or **Approve domain**, as required.

The **Add Entry** page is displayed with the **Sender** box already completed.

3   Enter a description for the entry (mandatory).

4   Click **Save**.

The new entry is displayed in the list.

# Editing an approved or blocked sender

The following table shows the valid characteristics of entries on the list.

Table 4-2          Valid email address and domain entries in an approved or blocked
                   senders list

| Entry type | Description |
|---|---|
| Email address | A full email address with a valid domain name, such as *broberts@shopping.com*.<br><br>Partial email addresses are not valid, such as *broberts@shopping*. |
| Domain | The domain name can be either:<br><br>■ A full domain name—such as *example.com*<br>■ A top-level domain—such as *.com* or *.uk*<br>■ A subdomain—such as *name.domain.com*<br><br>Partial domains without the top-level domain are not valid—such as *domain* or *webcam*.<br><br>The * wildcard is also not valid within a domain name. |

**To edit an approved or blocked sender**

1   Click the **Approved Senders** or **Blocked Senders** tab, as appropriate.

2   Locate the entry of interest and click on the sender name.

    The **Edit Entry** page is displayed.

3   Edit the email address or domain name, if required.

4   Edit the description for the entry.

    This field is mandatory.

5   Click **Save**.

# Deleting approved or blocked senders

You are not asked to confirm deletion when you delete entries from the approved and blocked senders lists.

**To delete selected approved or blocked senders**

1   Click the **Approved Senders** or **Blocked Senders** tab, as appropriate.

2   Locate the entries of interest and select the checkboxes to the left of the entries.

3   Click **Delete**.

**To delete all approved or blocked senders:**

1   Click the **Approved Senders** or **Blocked Senders** tab, as appropriate.

2   Select the checkbox in the heading of the left column.

    All entries are selected.

3   Click **Delete**.

# Troubleshooting

This chapter includes the following topics:

- I have not received an email asking me to register and log in
- The system does not send me a password
- I have released a message 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 a registration email or any login details, there are three likely reasons:

- You have not received any spam.
- Instead of creating an individual Spam Manager account for you, your Quarantine Administrator has decided to manage your spam in a different way.
- You receive Active Summary Notifications. These let you release emails directly from the notifications. You do not have to log on to Spam Manager. A Spam Manager account may have been created for you automatically.

However, if you want to check whether an account has been created for you, you can.

**To check whether an account has been created for you**

1   Go to the login page.

2   Click the **Forgot your Password**.

3   Enter your email address.

4   Click **Password Reset**.

- If you receive the error message 'Invalid email address', you do not have a Spam Manager account. If you think you should have a Spam Manager account, contact your Quarantine Administrator.

- If you receive a password message, click on the link and enter the new password. If no spam has been redirected to Spam Manager, the message 'You currently have no spam in the quarantine system' is displayed.

# The system does not send me a password

If you receive the error message *Invalid email address* when you request a password, a Spam Manager account has not been created for you. You do not receive a password for one of two reasons:

- You have not received any spam. So you do not have a Spam Manager account yet.

- Instead of creating an individual Spam Manager account for you, your Quarantine Administrator has decided to manage your spam in a different way.

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

# I have released a message but not received it in my inbox

The time it takes for a message to reach your inbox depends on factors that are independent of the AntiSpam service, such as Internet delays. Wait for two hours and then release the message again. If it still does not reach your inbox, contact your Quarantine Administrator.