

MapleTronics Email Protection - End User Guide

Quarantine Report Email

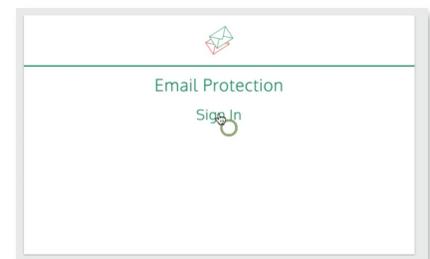
By default you will receive a daily report email (This can be changed). This report allows you to see which emails have been blocked for a given day.

Spam				
bounce_a18759.1196_p5-lets_@smtp0090.epmailer.net <small>To: letsstalk@mapletronics.com</small>	How Franz Liszt Changed Classical Music	Low Threat	May 23, 17:38	Preview Allow & Release

If you see a message that should have gotten through to your inbox you can click "Allow & Release". Doing this will add the sender's email address to your allow list, and send the email to your inbox.

Login & Quarantined Messages

To login to your email protection browse to mapletronics.com/signin, under email protection click "Sign In".

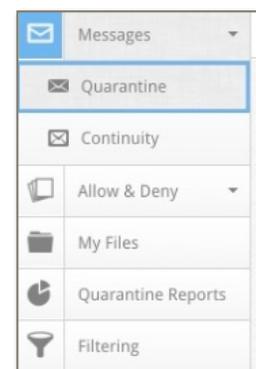


After you sign in you will be taken to the quarantined messages section. From here you can see all of the emails that have been stopped from getting to your inbox. If you see an email that should have gotten through to your inbox just select it and click "Release". You can also choose to replay to the email from here, or allow the sender(s) by email address or their domain.



You can also deny senders by email address or domain. You can even report email as spam. The more times a sender is reported the higher the likelihood they will be blacklisted.

If you want to change the date range of emails shown or sort the email to find one you can do that using the drop downs above the emails.

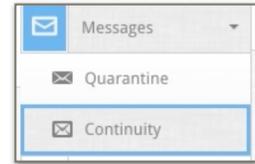


Other things you can do on this page include exporting the message list and choosing what columns are shown.



Continuity

Next we have the Continuity section. This is basically just like your email inbox. If for some reason your email server goes down you will still be able to access your email and compose messages.

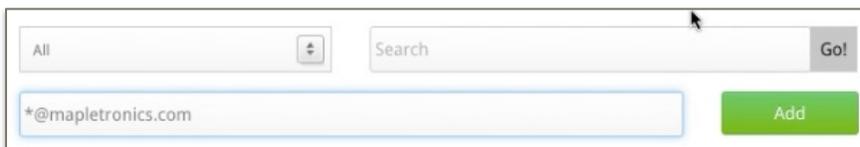
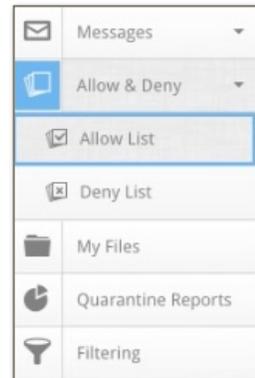


If you notice that some spam is getting through to your inbox then you can go here and report it as spam.

Allow List

This page allows you to allow/whitelist sender addresses, domain names, and IP addresses. You can even use wildcards to match multiple addresses. Any email coming from senders or domains in this list will bypass the Spam Filtering. You can also delete, search, sort, import, and export items in this list.

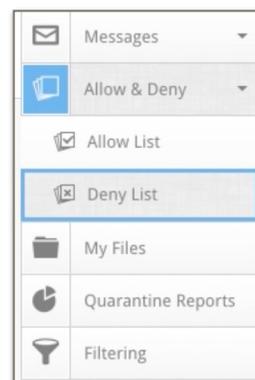
Example: Allow and email coming from mapletronics.com to bypass the spam filter.

A screenshot of the 'Allow List' form. It features a search bar with 'All' selected, a 'Search' field, and a 'Go!' button. Below the search bar is an input field containing '*@mapletronics.com' and a green 'Add' button.

Any domain, email, or IP address that you allowed from the quarantined view will also show up here.

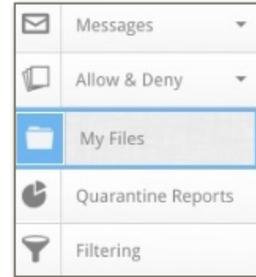
Deny List

The Deny list works just like the Allow list but blocks the entries instead of allowing them.



My Files

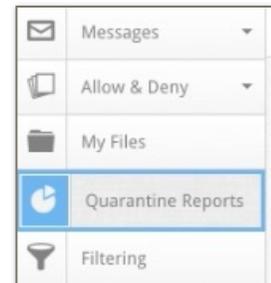
Now let's look at the My Files page. This page allows you to view all files that have been removed from emails because of being over the size threshold specified by your management team. You can open, save, sort, and delete files from here.



Quarantine Report

The Quarantine Report is an email that shows you all of the messages that have been blocked.

This section allows you to manage that report's settings. You can enable or disable regular spam report emails by checking or unchecking the box. Use the "Save" button to save your changes.

A configuration page titled 'Quarantine Report Options'. It includes a checkbox for 'Use Customer Level Settings' (unchecked), a radio button for 'Enable Quarantine Report' (selected), and a 'Delivered' section with a 'Daily' radio button selected and checkboxes for each day of the week (Mon-Sun, all checked). Below is an 'Hours' section with a 'Quick Pick' dropdown and a 24-hour grid (0-23) where the 23rd hour is checked. At the bottom is a 'Delegate to' field with an 'Email Address' input box.

You may also select the times at which you will receive spam report emails. An email will be sent at each of the days/times specified.

Filtering

This section allows you to make changes to the email filtering settings.

Enable Spam Filtering: This spam filtering feature is always enabled by default.

The bulk mail filter is designed to catch all 'bulk mail' and 'newsletter' type messages. Essentially messages that are not true spam as such, but that may be unwanted.

