

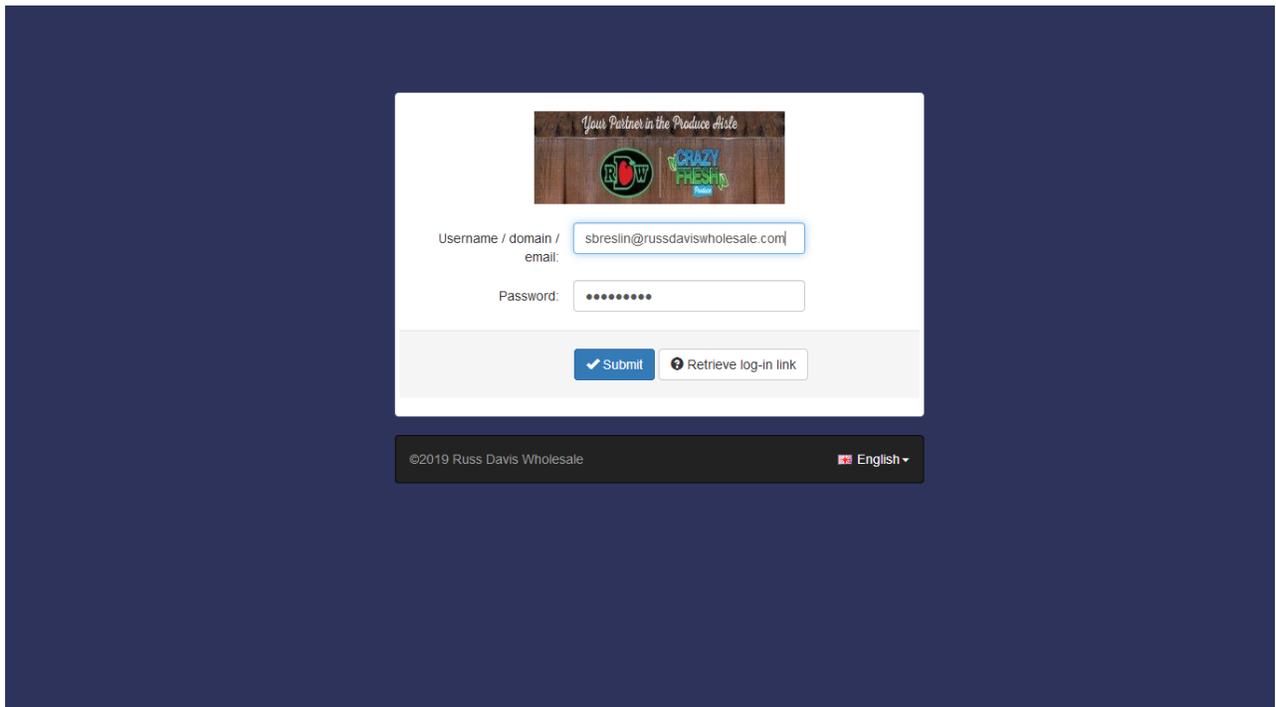
Mail Assure

Quick Start Guide

Contents

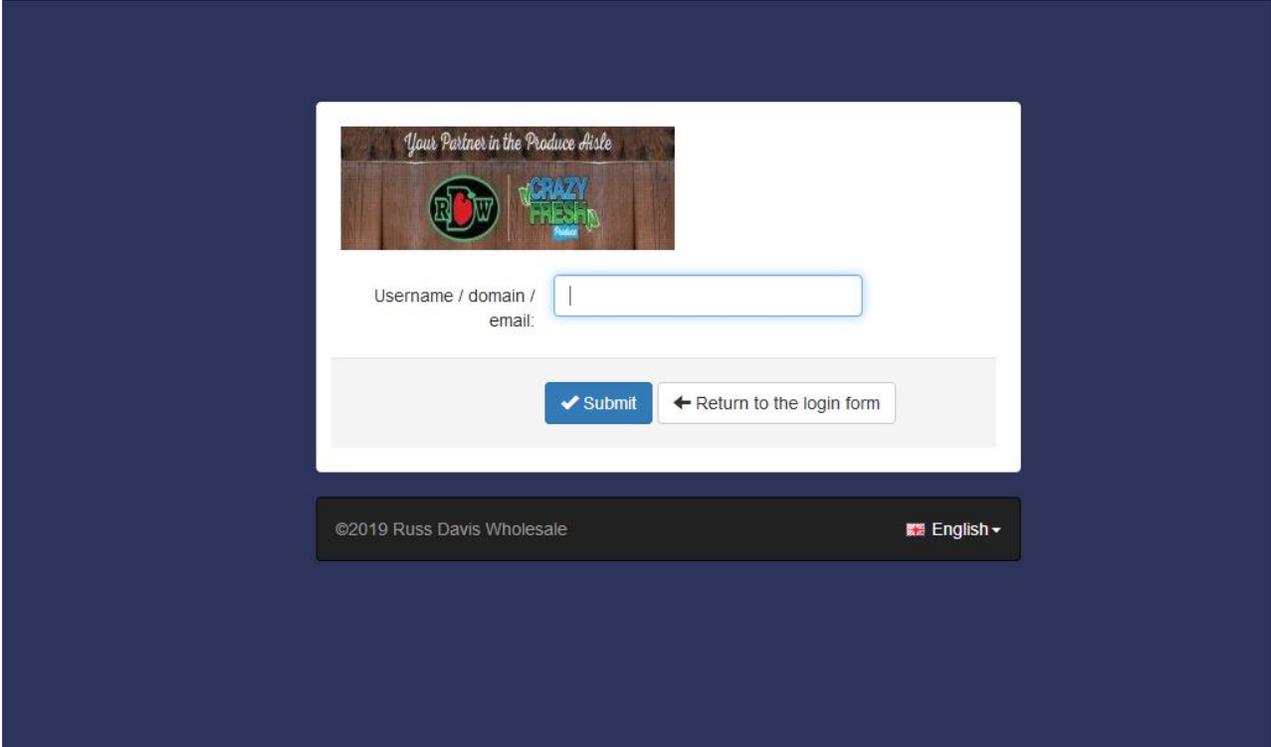
Introduction	2
Login Page	3
Dashboard	4
Spam Quarantine	5
Spam Quarantine - Preview	6
Spam Quarantine - Release	7
Periodic Mail Report (Junk Mail Digest)	8
Sender Whitelist	10
Sender Blacklist	12

Mail Assure login will be accessible at <https://spam.russdaviswholesale.com> your email will be your username. The first time you go to the page you will click on the Retrieve log in link



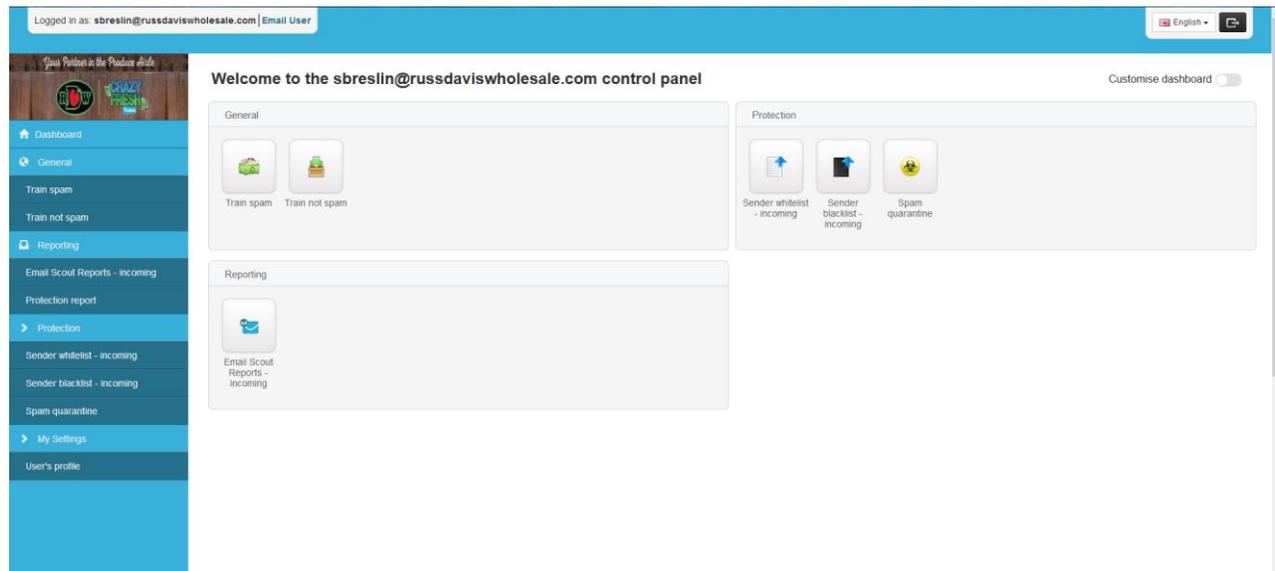
Retrieve log in link page

Enter your email and click submit. This will send a password reset email. You might have to check in your junk folder for it.



Dashboard

Upon Logging in, you will be presented with the Dashboard.



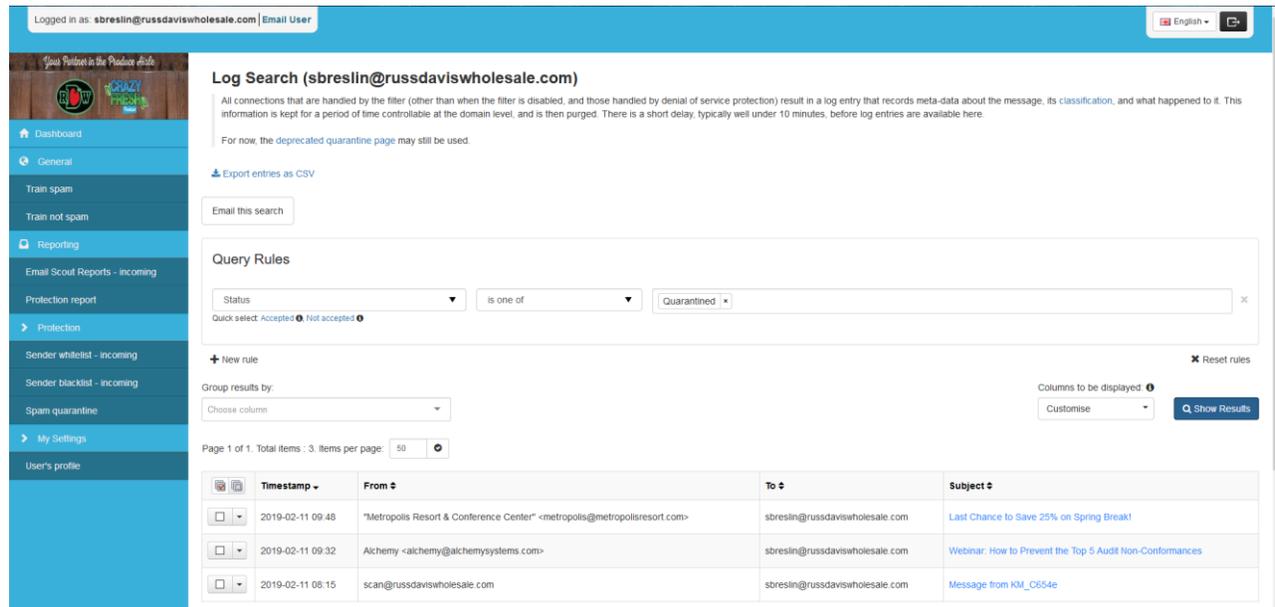
The options available are

- (1) Train as spam
- (2) Train as not spam
- (3) User Profile
- (4) Spam Quarantine
- (5) Periodic User Report
- (6) Sender Whitelist
- (7) Sender Blacklist

From the dashboard, you may access any of the above 7 options either on the left column or from the icons in the main body of the dashboard.

Spam Quarantine

In the SPAM Quarantine option, all the incoming messages to your email address that were quarantined by Mail Assure will be displayed.



Logged in as: sbreslin@russsdaviswholesale.com | Email User

Log Search (sbreslin@russsdaviswholesale.com)

All connections that are handled by the filter (other than when the filter is disabled, and those handled by denial of service protection) result in a log entry that records meta-data about the message, its classification, and what happened to it. This information is kept for a period of time controllable at the domain level, and is then purged. There is a short delay, typically well under 10 minutes, before log entries are available here.

For now, the deprecated quarantine page may still be used.

Export entries as CSV

Email this search

Query Rules

Status is one of Quarantined

Quick select: Accepted Not accepted

+ New rule

Group results by:

Choose column

Columns to be displayed: Customise

Show Results

Page 1 of 1. Total items: 3. Items per page: 50

	Timestamp	From	To	Subject
<input type="checkbox"/>	2019-02-11 09:48	"Metropolis Resort & Conference Center" <metropolis@metropolisresort.com>	sbreslin@russsdaviswholesale.com	Last Chance to Save 25% on Spring Break!
<input type="checkbox"/>	2019-02-11 09:32	Alchemy <alchemy@alchemy.com>	sbreslin@russsdaviswholesale.com	Webinar: How to Prevent the Top 5 Audit Non-Conformances
<input type="checkbox"/>	2019-02-11 08:15	scan@russsdaviswholesale.com	sbreslin@russsdaviswholesale.com	Message from KM_C654e

On this page you can:

- (1) Search for a quarantined message - Using the Search fields at the top of the page.
- (2) Preview quarantined message content - By clicking on the message link in the Subject column.
- (3) Empty spam quarantine - Click on the Empty spam quarantine button at the top right of the page.
- (4) Release quarantined messages - Allow messages to be delivered to the recipient.
- (5) Remove/delete messages

Spam Quarantine - Preview

To Preview an individual email in the SPAM quarantine, click on the message link in the Subject column.

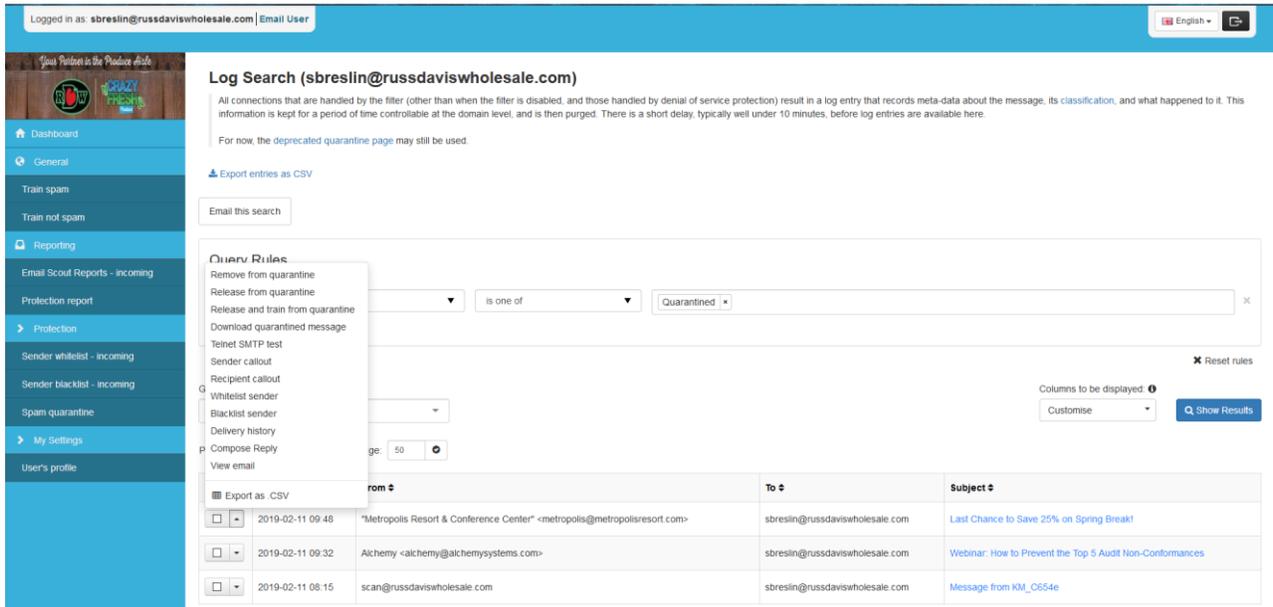
The screenshot displays a web-based spam quarantine management interface. A modal window titled "Mail Preview" is open, showing the details of a quarantined email. The email is from "metropolis@metropolisresort.com" to "sbreslin@russdaviswholesale.com", dated "2019-02-11 09:47". The subject is "Last Chance to Save 25% on Spring Break!". The body text includes a promotional message from "Metropolis Resort & Conference Center" offering a 25% discount on dates in March and April, with a phone number "877.713.8009" and a "View Online" link. The text continues with "This sale is HOT HOT HOT!" and "Save 25% on your Spring Break Getaway". Below the preview, a table lists the quarantined items:

Timestamp	From	To	Subject
2019-02-11 09:48	"Metropolis Resort & Conference Center" <metropolis@metropolisresort.com>	sbreslin@russdaviswholesale.com	Last Chance to Save 25% on Spring Break!
2019-02-11 09:32	Alchemy <alchemy@alchemysystems.com>	sbreslin@russdaviswholesale.com	Webinar: How to Prevent the Top 5 Audit Non-Conformances

In the Mail Preview Page, you have the option to view the SPAM email safely in Normal or Raw output. There is also an option to view it in Plain (text) or HTML.

Spam Quarantine - Release

To release an email from the SPAM Quarantine, Click on the dropdown to the left of the message and select Release.



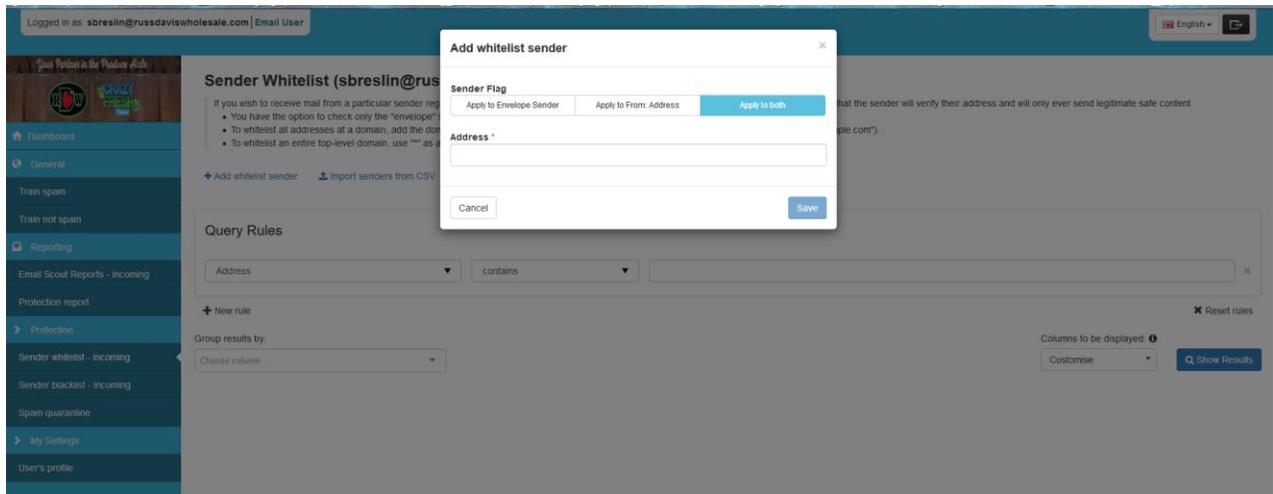
The screenshot shows the 'Log Search' interface for the user 'sbreslin@russsdaviswholesale.com'. The search criteria are set to 'Quarantined'. A dropdown menu is open over the first message, showing options: 'Remove from quarantine', 'Release from quarantine', 'Release and train from quarantine', 'Download quarantined message', 'Telnet SMTP test', 'Sender callout', 'Recipient callout', 'Whitelist sender', 'Blacklist sender', 'Delivery history', 'Compose Reply', and 'View email'. The message list below shows three entries:

	From	To	Subject	
<input type="checkbox"/>	2019-02-11 09:48	"Metropolis Resort & Conference Center" <metropolis@metropolisresort.com>	sbreslin@russsdaviswholesale.com	Last Chance to Save 25% on Spring Break!
<input type="checkbox"/>	2019-02-11 09:32	Alchemy <alchemy@alchemy.com>	sbreslin@russsdaviswholesale.com	Webinar: How to Prevent the Top 5 Audit Non-Conformances
<input type="checkbox"/>	2019-02-11 08:15	scan@russsdaviswholesale.com	sbreslin@russsdaviswholesale.com	Message from KM_CSS4e

NOTE: There is also the option to Release and Train. This option allows the messages to be delivered and train Mail Assure to recognize future messages from this sender as not spam.

Sender Whitelist

Here is where you can whitelist sender email addresses.



To view all whitelisted email addresses, click on the Show Results button.

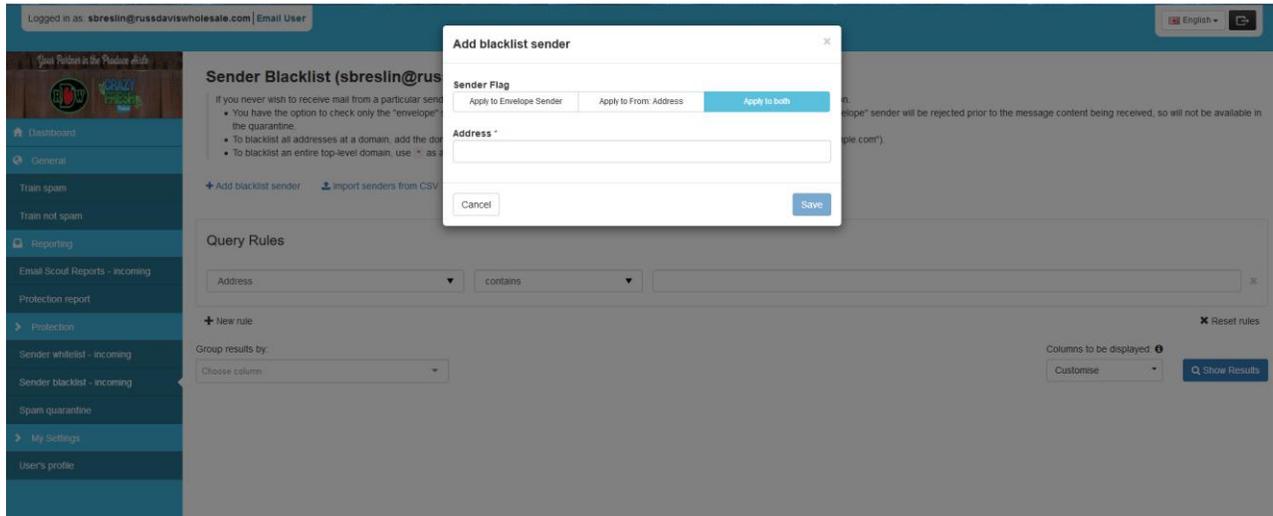
Alternatively, you may search for specific whitelisted addresses by using the Query Rules. For example, set Query Rules to Address contains gmail.com. The result will display all whitelisted email addresses from gmail.com

You may also Edit or Remove individual entries by selecting the dropdown menu beside each whitelisted address.

Set the Sender Flag to Apply to Both. Enter the email address in the Address field and click Save.

Sender Blacklist

Here is where you can blacklist sender email addresses.

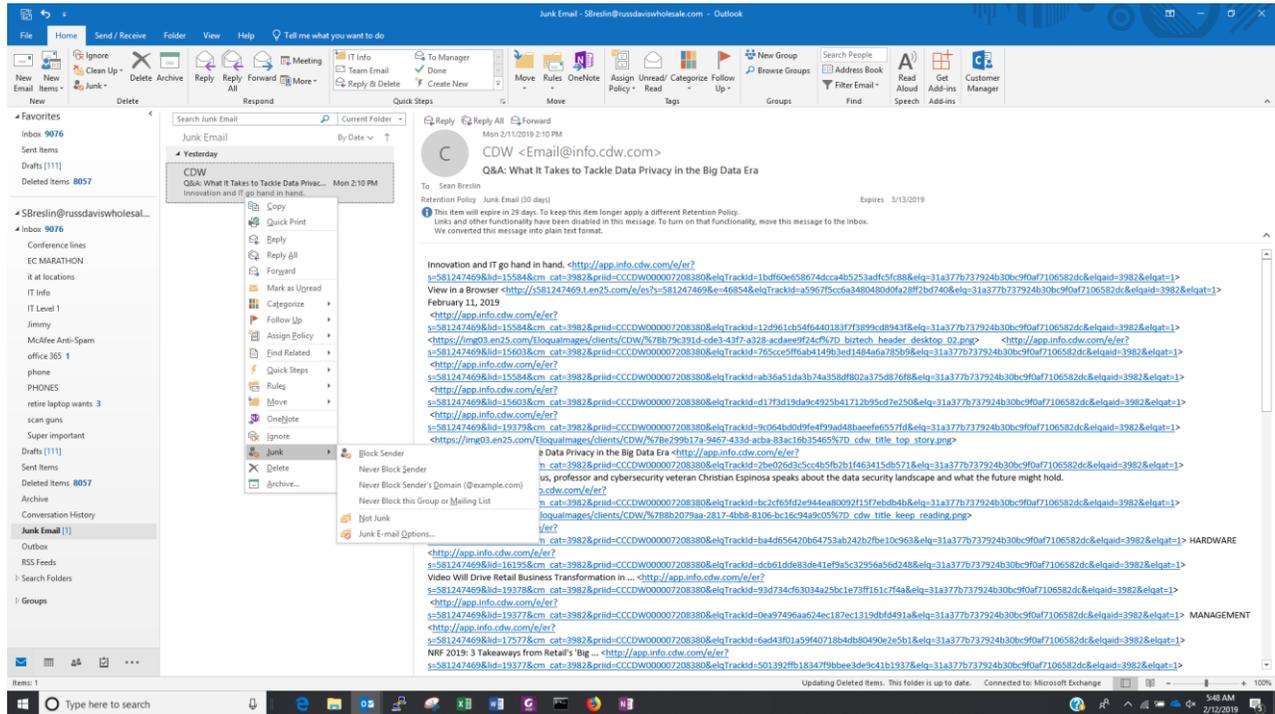


To view all blacklisted email addresses, click on the Show Results button.

Alternatively, you may search for specific blacklisted addresses by using the Query Rules. For example, set Query Rules to Address contains gmail.com. The result will display all blacklisted email addresses from gmail.com

You may also Edit or Remove individual entries by selecting the dropdown menu beside each blacklisted address.

Set the Sender Flag to Apply to Both. Enter the email address in the Address field and click Save.



We still have the Office 365 free spam filter which still might catch some of the spam. For the next couple of weeks watch your junk folder. If you get a good email in the junk folder highlight the email, right click and then click **Never block sender's domain. Do not do this on real spam or emails you think are spam.** That will negate the purpose of the spam filter.

We know this seems like a lot of work, but we have stopped 189,980 spam emails. These are the ones that don't go to quarantine because they are known spam since Sunday at 10:30.

If you have questions please email Helpme@russtdaviswholesale.com.

Thank you
The RDW IT Department