



Welcome to the Email Protection Service

You will be sent each morning (around 8am) an email (called a "Quarantine Summary") containing the sender and subjects of all emails that were picked up as spam for your account in the last 24 hrs.

If you see an email that appears legitimate, you may click the "deliver" link that appears in the email. If you click deliver, the email will be sent to your inbox immediately. If you see nothing that appears legitimate, you can ignore the email. Quarantined messages are held for 14 days from the date received or for 3 days after they're deleted or delivered, whichever comes first. After that, messages are deleted automatically.

From: Postini [mailto:customer@postnicorp.com]
Sent: Friday, June 09, 2006 9:07 AM
To: bob@jumboinc.com
Subject: Quarantine Summary 6/09/2006 9:00 am

bob@jumboinc.com

These messages were quarantined before they reached your inbox as potential spam and virus-infected messages. The quarantined messages can be delivered from your personal Message Center.

From	Subject	Date	
megan@earthlink.net	Gone Tomorrow	6/08/2006 11:46 am	Deliver
79083855@mailcity.com	I JUST WANT TO TALK TO YOU.....	6/08/2006 11:46 am	Deliver
setabetvet5@ncue.edu.tw	What Should We Do ??????????	6/08/2006 11:46 am	Deliver
webmaster@eroticaonline.net	xxx site 9.95/ month 21 or older....	6/08/2006 11:46 am	Deliver
freecontent@wtek.net	Your video chat now has 72 channels!	6/08/2006 11:46 am	Deliver
zaiwo51@chaos.hupe.hu	Enhance your Cable TV experience.....Today	6/08/2006 11:46 am	Deliver
mrdetective1@fnmail.com	Discover Hidden Secrets About Your Neighbors	6/08/2006 11:46 am	Deliver
jeff@hotmail.com	This really works!	6/08/2006 11:46 am	Deliver

Note: Groupwise needs to be set to HTML view and not plain text view in order to see the "deliver" links.

What Is Message Center?

To prevent unwanted messages from reaching your email inbox, your email protection service filters all incoming email for junk and virus-infected messages, before they reach your inbox. Legitimate messages are delivered to your inbox as usual, but unwanted and potentially harmful messages are diverted and quarantined at your Message Center.

Can I view my Quarantine Anytime?

Yes. You can login into your message center 24/7 to view your quarantined email. The Instructions on how to do that are contained in the remainder of this document.

Logging In to Message Center

After your administrator creates a Message Center account for you, you'll receive a Welcome email message, announcing your new email protection service. This message also includes your email address and password, which you'll need to log in to Message Center.

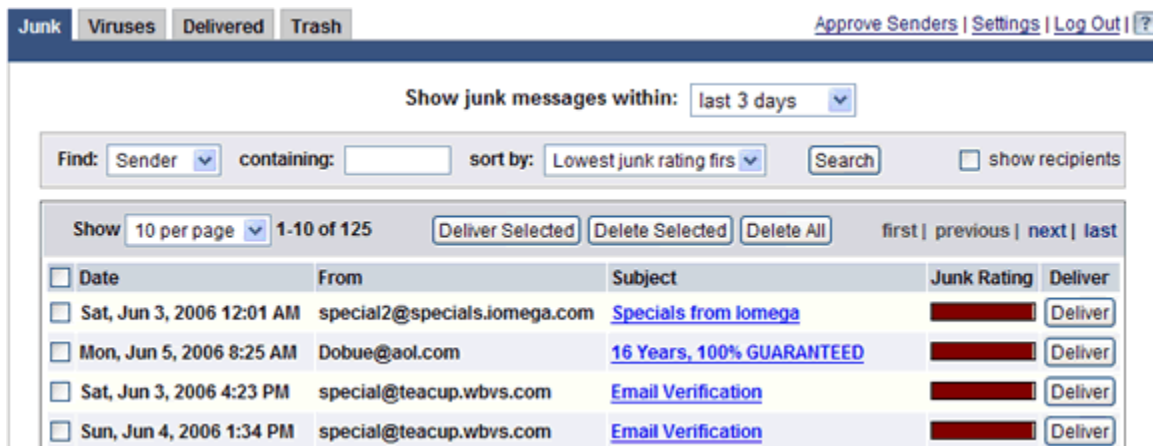
- 1 In any Web browser, go to <http://login.postini.com>.

Place a bookmark to this location in your Web browser. Or click the link to Message Center in your Quarantine Summary email notification ([see below](#)).

- 2 Log in using your email address and your Groupwise password.

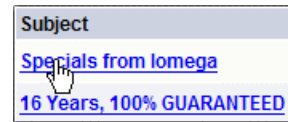
What Should I Do First?

When you first log in to your Message Center, you arrive at the **Junk** tab. This lists all messages that were recently identified as junk email and therefore quarantined at Message Center, instead of being delivered to your inbox.



Review Quarantined Junk Email

When Message Center first begins to quarantine your suspicious messages, review messages on your **Junk** tab for a few days to be sure valid messages aren't falsely quarantined. Click a message's **Subject** to safely view its contents. If you find a valid message you want to retrieve, click its corresponding **Deliver** button to deliver it to your inbox.



Tip: If you deliver a message from the **Junk** tab, Message Center asks you whether you want to add the sender to your **Approved Senders** list. Messages from senders on this list bypass the junk filters, so they won't be falsely quarantined in the future. If you open a message to view its contents, and then deliver it, you won't be prompted to add the sender to your Approved Senders list. However, you can add the sender to your list at any time ([see below](#)).

All messages that you don't deliver are automatically moved to the Trash after 14 days. Messages remain in the Trash for another three days before Message Center permanently deletes them.

Explore Your Personal Settings

Click the **Settings** link at the top right of any page to see what personal preferences are available.



What Else Can I Do Here?

Depending on privileges granted with your particular service, you might also be able to:

- ◆ Review a list of recently quarantined virus-infected messages.
- ◆ Adjust filter sensitivities to determine how aggressively to filter your email for junk email.
- ◆ Maintain allowed and blocked sender lists for individual senders, domains, and mail lists.
- ◆ Add personal *email aliases* (additional addresses where you also receive email) so that messages sent to these addresses are also filtered for spam and viruses.
- ◆ Choose a language for displaying Message Center, and a time zone for time-stamping messages you receive.

If your service doesn't include privileges to perform a task listed here, **contact administrator@bernardsboe.com to perform the task for you.**

The Quarantine Summary Email Message

As a convenience, you will receive a daily notification listing all messages that have been recently quarantined at Message Center. This notification allows you to quickly scan quarantined messages without having to visit your Message Center.

The Quarantine Summary email message also provides a link to Message Center if you do want to visit it, for example, to see the contents of a quarantined junk message.



From: Postini [mailto:customercare@postnicorp.com]
Sent: Friday, June 09, 2006 9:07 AM
To: bob@jumboinc.com
Subject: Quarantine Summary 6/09/2006 9:00 am

bob@jumboinc.com

These messages were quarantined before they reached your inbox as potential spam and virus-infected messages. The quarantined messages can be delivered from your personal Message Center.

Junk Messages		18 Messages	Message Center	
From	Subject		Date	
megan@earthlink.net	Gone Tomorrow		6/08/2006 11:46 am	Deliver
79083855@mailcity.com	I JUST WANT TO TALK TO YOU.....		6/08/2006 11:46 am	Deliver
setabetvet5@ncue.edu.tw	What Should We Do ??????????		6/08/2006 11:46 am	Deliver
webmaster@eroticaonline.net	xxx site 9.95/ month 21 or older		6/08/2006 11:46 am	Deliver
freecontent@wtek.net	Your video chat now has 72 channels!		6/08/2006 11:46 am	Deliver
zaiwo51@chaos.hupe.hu	Enhance your Cable TV experience.....Today		6/08/2006 11:46 am	Deliver
mrdetective1@fnmail.com	Discover Hidden Secrets About Your Neighbors		6/08/2006 11:46 am	Deliver
jeff@hotmail.com	This really works!		6/08/2006 11:46 am	Deliver

You are be able to:

- ◆ Deliver messages from your Junk quarantine to your inbox (click the corresponding **Deliver** link in the email).
- ◆ Click a message's **Subject** link to log in to Message Center and review the message's content before delivering it.
- ◆ View a list of recently quarantined virus-infected messages (not shown in the image above).

Note: you don't have to visit Message Center when you receive your Quarantine Summary. If you don't want to review your junk email or deliver any quarantined messages to your inbox, just leave them alone and Message Center will automatically delete them from your quarantine after 14 days.

Tips for Using Message Center

When to Visit Message Center

If you are just beginning to use the email protection service, or if your junk email filters were recently adjusted, check your Junk Quarantine daily to be sure valid messages aren't being falsely quarantined. You'll also receive regular reminders to check your Message Center and review quarantined email. Remember that Message Center will hold your quarantined email for 14 days. Messages are then automatically moved to the Trash, where they remain for three more days until they're permanently deleted.

If You Receive Too Much Junk Email

Your email protection service blocks 95% of unwanted email. If more unwanted email than that is getting through, adjust your **junk email filters** to a more aggressive setting. (Then visit Message Center regularly for a few days to verify that valid messages aren't being quarantined.)

If Valid Messages Are Quarantined

If too many valid messages are quarantined as junk email:

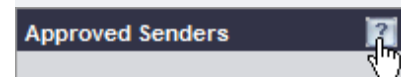
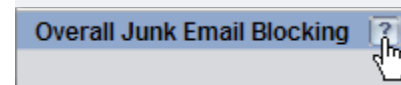
- ◆ Adjust your **junk email filters** to a more lenient setting.
- ◆ If you have any email aliases (alternate email addresses), make sure they are added to the email protection service. Contact your administrator to add them.
- ◆ Add senders whose messages are regularly getting blocked to your **Approved Senders** list.

For details on using junk email filters, email aliases, and sender lists:

- 1 Locate the control in Message Center, under Settings.



- 2 Click the corresponding Help button. For example:



When to Use Sender Lists

Depending on your privileges, Message Center might provide sender lists for allowing or blocking messages from individual senders, mail lists, or entire domains. You don't normally need to add addresses to these lists, as your junk email filters are highly accurate without them. However, there are a few cases when sender lists are useful.

- ◆ Add senders to your Approved Senders list if messages from the sender resemble junk email and have been falsely quarantined.
- ◆ If you belong to a mail list or newsgroup where different members email each other using the same TO address, you can put that TO address on your Approved Mail List.

Warning: If you set up any of your other email addresses to forward email to your account, make sure these addresses are *not* on your Approved Senders list. If such an address is on the list, any junk email sent to the address will bypass junk filters and reach your inbox!

Common Questions

Can I safely view contents of quarantined messages?

Yes. Clicking a message's **Subject** link to read it does not transfer the message to your inbox, so you can safely view contents of junk email at your Message Center without risking harm to your computer.

How are messages identified as junk?

Before any message reaches your inbox, the email protection service evaluates it for junk-like content, and gives it a score indicating its probability for being junk email. The service then compares this score with tolerance levels set by your junk filters, and messages exceeding this tolerance are quarantined at your Message Center.

Does anyone read my quarantined email?

No. All scanning and filtering is done automatically, in a matter of milliseconds, so nobody at your email protection service actually *reads* your messages.

Is my information in Message Center private?

Yes. All of your information in Message Center, including personal information, email addresses, and message content, is kept strictly confidential. Your email protection service does not sell or make available to third parties any of your information in Message Center.

What kinds of viruses does Message Center block?

Message Center blocks viruses, worms, and other types of malicious file attachments, which are quarantined on the **Viruses** tab. Message Center uses highly accurate anti-virus technology to identify virus-infected messages and prevent them from reaching your inbox.

How often is Message Center's anti-virus protection updated?

Message Center checks for virus protection updates once every minute, so you can be sure that you're always protected from the latest security threats.

How can I get support for Message Center?

If you encounter a problem or need help with Message Center, please contact your building technology representative.