

## Tips for Using CGNET/MessageLabs Spam Manager

When your organization is upgraded to CGNET's spam and anti-virus protection based on MessageLabs, you will begin to receive email from [spammanager@spammanager-3.messagelabs.com](mailto:spammanager@spammanager-3.messagelabs.com), which contains a list of email messages that were sidelined as possible spam. These messages will contain a link to the Spam Manager system.

### 1. Learning to Use the New System and How To Get Help

When spam is first received for you, a welcome message will be sent to your email address. This message contains the URL for you to register with Spam Manager. When you click the URL in your welcome message, the Spam Manager registration page is displayed with your email address already entered. Click Send me a password. A confirmation message is sent to you, which contains your initial password and a link to the login page. Follow the link and login to Spam Manager, after which you will be required to change your password to one of your own choosing. Subsequent messages from Spam Manager will contain the link to spam manager and a list of the messages quarantined for you since the last message. Spam Manager reports are sent on a daily basis if spam has been sidelined for you on a given day.

Basic instructions for using the Spam Manager follow below. If you need more help, comprehensive explanations are in a manual, "Spam Manager User Guide," which you can download from [http://images.messagelabs.com/guides/en-us/content/pdf/antispam\\_spammanageruserguide.pdf](http://images.messagelabs.com/guides/en-us/content/pdf/antispam_spammanageruserguide.pdf)

See section 9 below for links to manuals in French and Spanish.

### 2. Reading and Releasing your Quarantined Mail

The Summary tab of the Spam Manager allows you to review all the suspected spam addressed to you that MessageLabs has quarantined. You can immediately check to make sure no message you want has been quarantined by examining the sender's name and the subject. If you think a message may be something you want, you can preview it by clicking on its sender. A Web page with the message will open, and you will be able to "release" it back to your mailbox or delete it forever. You can also release or delete a message by clicking the box to the left of the message and clicking either Release or Delete. Released messages remain in the quarantine list, but are marked with a "return arrow" to indicate they have been released. Messages will be quarantined for up to 14 days, after which time they are removed from the quarantine list.

### 3. Managing your Approved and Blocked Senders Lists

To make sure that MessageLabs will not quarantine mail from a sender again, you can approve the sender and/or the sender's email domain at the time you release a message from quarantine. *The sender* and/or the *sender's email domain* will be added to your Approved Senders list. If you approve the sender's email domain, then you will be allowing the receipt of mail from anyone with that email domain.

You can see your current list of Approved Senders by clicking on the "Approved Senders" tab in the Spam Manager. If you want to add specific users or domains manually, click on the "Add Entry" button and follow the on-screen instructions. Similarly, if you want to remove entries from the Approved Senders list, click on the box to the left of each entry to be deleted and then click the Delete button. If you want to edit an existing entry, click on the sender name and an Edit Entry page will be displayed.

The same options are available under the Blocked Senders tab for managing your blocked senders list, except that adding to the list at the time of message release does not exist for Blocked Senders since you will not be releasing the message.

#### **4. What Happens If You Ignore the Emails?**

CGNET/MessageLabs Spam Quarantine has a very good record of not quarantining mail that is not spam. When you scan the lists of quarantined messages, you will very seldom find any non-spam being quarantined. You may decide that you can ignore the emails with lists of quarantined messages. After 14 days, however, the oldest messages in the quarantine will automatically be deleted forever, and you will not be able to get them back.

#### **5. How to Change How Often You Receive Lists of Quarantined Email**

Normally, the lists of quarantined mail are sent daily. You can control how often these are sent to you, ranging from daily to never, with several options in between. To do this, select "Notifications" under the Options tab to change the notification interval for spam quarantine. The default is Every day. Be sure to check the "Send notifications of newly received spam messages" when you make a change and click "Save" to keep your changes.

#### **6. How to Access the Spam Manager Site with a URL**

If you find yourself in a situation where you think an important email has been quarantined, you can go directly to the Spam Manager and login with your email address and password at the following link: <https://spammanager-3.messagelabs.com>. You can use the "Forgot your password" link to get your password reset, if required.

#### **7. Other Things You Might Want to Change**

The Options tab in Spam Manager gives you the facilities to change your password. Select "Change Password" under the Options tab to change your password and follow the on-screen instructions. The system requires that your password be changed every 90 days, and will force the change if you reach the 90 days without changing the password.

If you wish to change the **language** of the Spam Manager display, select the language desired from the pull-down menu at the top-right of the Spam Manager screen.

#### **8. Notifying MessageLabs about Missed Spam and False Positives**

If you would like to help fight spam, you can report spam. Create a message to [junk@cgnnet.com](mailto:junk@cgnnet.com), and drag the spam message(s) into this message so that it appears as an attachment. And then send the message. Similarly, should a valid message get mistakenly quarantined, once you have released it, you can send it in the same way to the address [notjunk@cgnnet.com](mailto:notjunk@cgnnet.com).

#### **9. Links to Spam Manager User Guides in other languages**

**Français:** [http://images.messagelabs.com/guides/en-us/content/pdf/antispam\\_spammanageruserguide\\_french.pdf](http://images.messagelabs.com/guides/en-us/content/pdf/antispam_spammanageruserguide_french.pdf)

**Español:** [http://images.messagelabs.com/guides/en-us/content/pdf/antispam\\_spammanageruserguide\\_spanish.pdf](http://images.messagelabs.com/guides/en-us/content/pdf/antispam_spammanageruserguide_spanish.pdf)

If, after examining the manual, you still need assistance, please contact us at [support@cgnnet.com](mailto:support@cgnnet.com) or call us at +1 650 833 6000 any time.