Core Protection Suite

Email Protection & Continuity
User Guide

Contents

Spam Soap makes dealing with your spam is quick and easy. This user guide will give you information on what to expect. If you have any questions, please contact your IT provider or Spam Soap directly.

SPAM QUARANTINE REPORTS

Every weekday (by default) you will receive a Spam Quarantine Report (SQR) from reports@spamsoap.com. This email will display any new spam you have received since the last report (assuming you have received new spam). The quarantine report allows you to review any mail sent to you that we caught as spam, and if necessary, release it to your inbox. The SQR will include the following directions and looks like this:

This email contains a list of messages which have been quarantined by your spam filtering service.

· To view quarantine items for a particular day, click on the "View quarantined items for this day" link.
· To move an email to your Inbox, click the "Release" link.
· To move an email to your Inbox and add the sender to your Allowed Senders list, click the "Always Allow" link.
· To delete the email and add the sender to your Denied Senders list, click the "Deny" link.
· To delete all of the emails in your quarantine, click the "Delete All" link at the bottom of the Spam Quarantine Report.
· To view all quarantine items, click the "View all quarantined messages" link.

Clicking on any links in this report will open up a web browser to your online quarantine.

Announcing "Spam Control for Outlook®" - a seamless integration with MS Outlook® that provides one-click deletion and effortless reporting of spam messages to our Threat Center for analysis by email security experts. Click here for more details.

Please do not reply to this message. If you have questions regarding this report, please contact support@spamsoap.com

Spam Quarantine Report

This report has been generated for the following email address(es): kevin@spamsoap.com , david@spamsoap.com , davidb@spamsoap.com , ken@spamsoap.com , kenf@spamsoap.com , kevink@spamsoap.com *(Manage My Email Addresses)*

Date	From	Subject	Score	Size	
Sunday - July 1	Open a window to view quarantine for this day.				
07/01 07:12AM PDT	Williams <fgsaqfyppe...	Get your order!	99.9%	3KB	[Release | Always Allow | Deny]
07/01 12:58AM PDT	Harlen Baldwin <william@nat...	Отличный MP4-плеер!	99.9%	12KB	[Release | Always Allow | Deny]

[Delete All Messages]   [View List of All Quarantined Messages]

When clicking on these links you will be taken to a web browser and automatically logged into the web console. From the console, you will notice the following tabs in the upper left corner:

Preferences, Aliases, Email Continuity (Optional)**, Allowed Senders, Blocked Senders** and **Archived Messages** (Optional).

QUARANTINE

Mail is held for up to seven days and deleted. You can access the web quarantine any time from the SQR. The SQR is a static list from one point time. The web quarantine is real-time.

EMAIL CONTINUITY

If your company has chosen this option, you can access your mail here only if your corporate mail server has lost connectivity with Spam Soap.
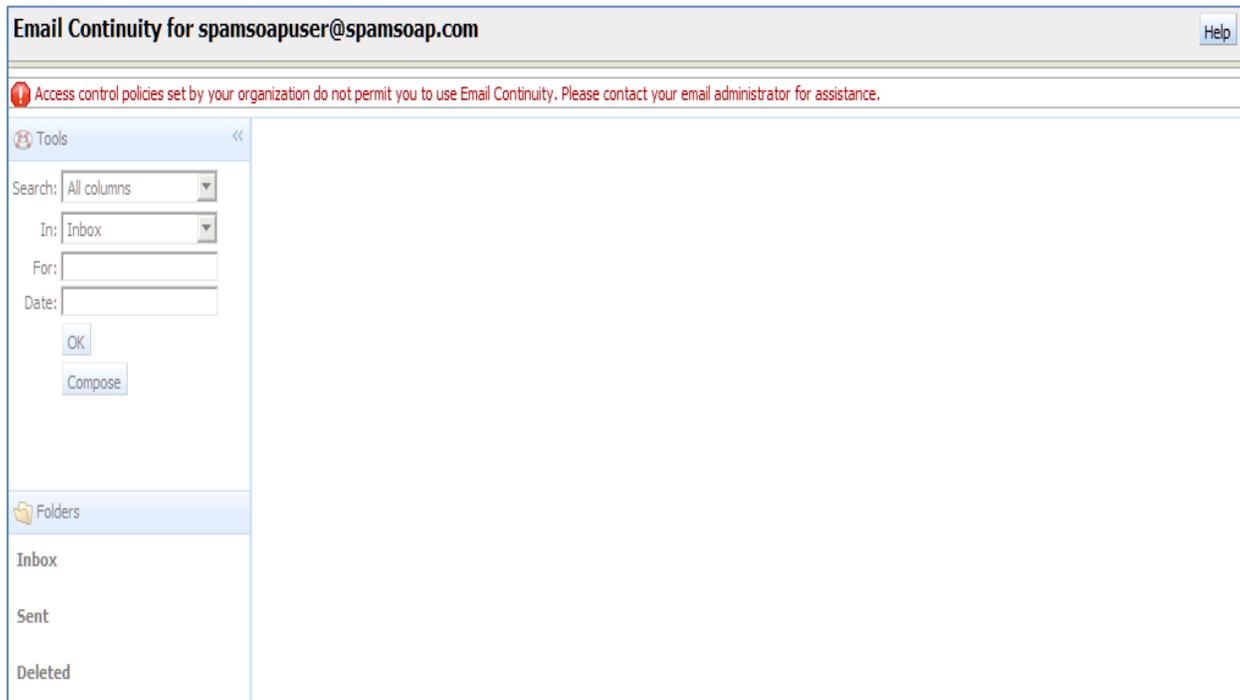
ALLOW/DENY

Clicking "Always Allow" from the SQR will populate the Allow List. The Deny List is at your disposal. You can add the sender corresponding to any spam that gets through to your inbox to the Deny List and that sender will never be able to send to you again. Acceptable formats are user@domainname.com, or wildcards like *@domainname.com. You can upload a batch of users as well. Using the Report Spam plug-in for MS Outlook instead of deleting the spam will send the message to Spam Soap for review, but will not put the sender on your Deny List. Please see your administrator if you are not using Outlook.
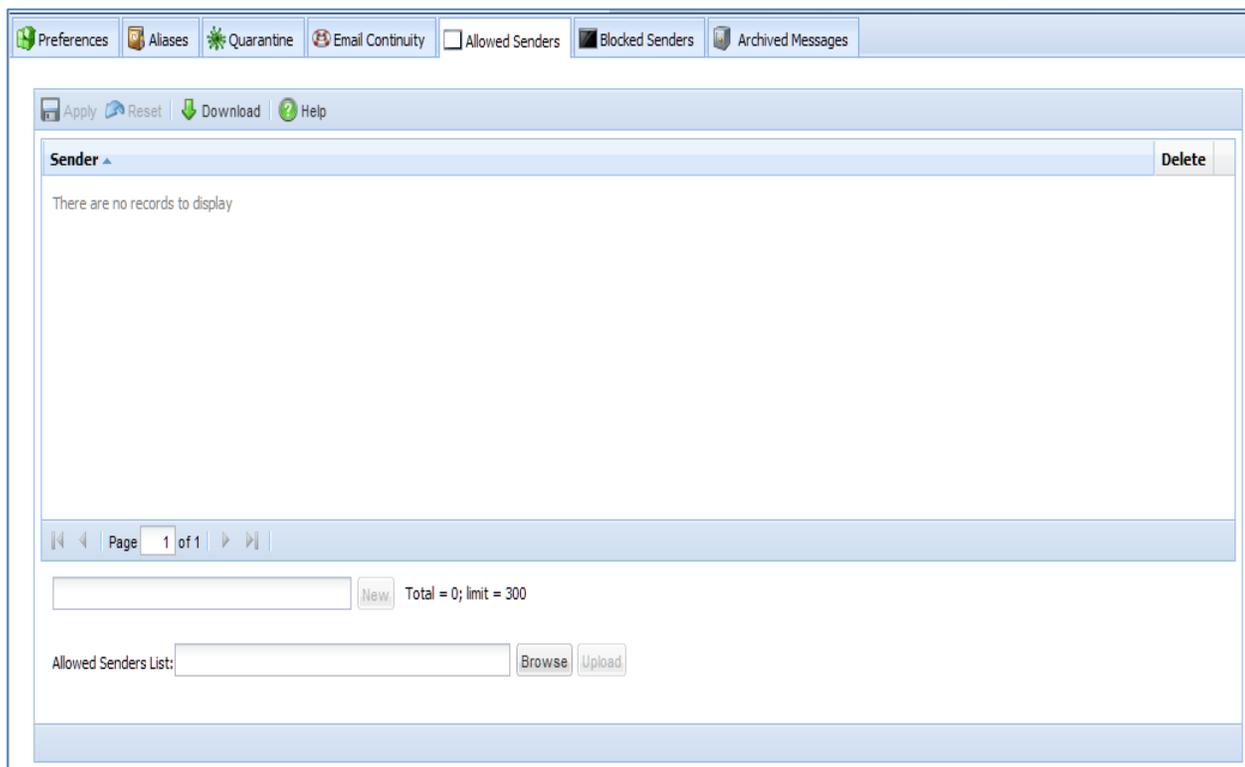
SETUP

You can change your password, time zone, and other options here.

ALIASES

Here you can see, add, or change to primary various user aliases on your account.

ARCHIVING

Here, if enabled on your domain, you can view your archived mail from the Spam Soap console.

ADDITONAL HELP

The email console is designed to help users navigate through the options, each step of the way. Clicking on the HELP button on each of these pages will provide more information about each section and its function.