



Email Anti-Spam Service Spam Manager User Guide

This MessageLabs Email Anti-Spam Service guide is for users of the Spam Manager user interface. The guide describes how to view and manage email messages identified as spam and set your notification options.

Document version 6.1
2008-02-08

Table of Contents

1	About the guide	3
1.1	Audience and scope	3
1.2	Versions of this guide	3
2	Introduction to Spam Manager	3
3	Getting started	4
3.1	Logging in	4
3.2	Changing the language of the display	6
4	Managing your messages	7
4.1	Viewing messages	7
4.2	Searching for a message	8
4.3	Selecting messages	8
4.4	Releasing messages	10
4.5	Deleting messages	11
5	Managing your account	12
5.1	Changing your password	12
5.2	Setting notification options	13
5.3	Managing aliases	14
5.4	Requesting a sender to be approved	15
5.5	Account groups	16
6	Managing your approved and blocked senders lists	17
6.1	Viewing your approved and blocked senders	17
6.2	Adding an approved or blocked sender	18
6.3	Editing an approved or blocked sender	19
6.4	Deleting approved or blocked senders	20
7	Troubleshooting	21
7.1	I have not received an email asking me to register and log in	21
7.2	The system is refusing to send me a password	21
7.3	I have released a message but not received it in my inbox	21

1 About the guide

1.1 Audience and scope

This guide is for users of Spam Manager. It describes how to view and manage email messages identified as spam, and set your notification options. If you have been enabled to manage your personal approved and blocked senders lists, procedures are given here to guide you in the use of these lists.

1.2 Versions of this guide

- This guide is available in the following languages:
- Chinese (Simplified)
- Chinese (Traditional)
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian
- Spanish

Important: The deployment of Spam Manager can vary significantly depending on the security policy and other requirements of your organization. As a result, screen shots in this guide may differ from what you can actually see on your screen. If you have any remaining questions after reading this guide, your organization's helpdesk should be help.

2 Introduction to Spam Manager

Spam is unwanted email, often promoting fraudulent or illegal activities, sent indiscriminately to many addresses.

The Anti-Spam service checks all email messages entering your organization. Messages that are suspected of being spam are directed to Spam Manager and do not reach your email inbox. Spam Manager stores your spam. You can log in to Spam Manager and view the details of any spam that has been sent to you. Depending on your organization's security policy, you may be able read the text content of the email.

You can then either:

- Delete unwanted email
- Release wanted email to your normal email inbox

Messages are normally kept in Spam Manager for 14 days unless you choose to delete them before then. After this time they are deleted automatically.

You use a password to log in to Spam Manager. This ensures that only you and your Quarantine Administrators can view your email. Other users cannot access your Spam Manager account.

Depending on how your Quarantine Administrator has set up Spam Manager, you may receive regular notification of email redirected to Spam Manager (see *Section 5.2, Setting notification options*).

If you receive email within your organization at more than one email address, you can add these to your main Spam Manager account as aliases (see *Section 5.3, Managing aliases*). All your spam is then redirected to a single Spam Manager account.

Depending on your organization's Email Services configuration, you may be able to define a personal approved senders and/or blocked senders list. The approved senders list is a list of senders that are on either a public or company block list, but that you want to receive mails from. The blocked senders list is a list of senders that are not on a public or company block list, but that you want to block emails from. See *Section 6, Managing your approved and blocked senders lists*.

3 Getting started

There are two methods of accessing Spam Manager for the first time. Your organization's Spam Manager Quarantine Administrator will create an account for you and either:

- Send you a welcome message that contains the URL and a password for you to log in to Spam Manager. (In this case, your Quarantine Administrator has registered for you.)
- Send you a welcome message only when spam is first received for you. 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.

Once you are registered, you will receive notification of any spam redirected to Spam Manager (unless the notification facility has been disabled by your Quarantine Administrator).

3.1 Logging in

If you have a URL and password for Spam Manager (either because these were contained in your welcome message or because you have registered as described above), you can log in.

To log in to Spam Manager:

1. Click the URL in your welcome message.
The Spam Manager login page is displayed:

Spam Manager
Login

MessageLabs

English (US) Need Help?

Please login using your email address and password.

Email address :

Password :

Login

Login requires cookies to be enabled in your browser
[Need a password?](#)

Powered by MessageLabs

2. Enter your email address and password.

3. Click the **Login** button.

Note: Depending on your organization's security policy, you may be prompted to change your password on logging in. Even if you are not prompted to change your password, it is recommended that you do at the earliest opportunity—see section 5.1

The Spam Manager **Summary** page is displayed:

Spam Manager
Summary for d.evans@example.com

Summary | Approved Senders | Blocked Senders | Options | English (US) | Need Help? | Logout

You can search for an email by *Sender* or *Subject*. Please enter your search text below.

Release Delete Delete All Messages per page: 20 Displaying 1 - 3 of 3 messages

<input type="checkbox"/>	Sender	Subject	Date Received	Size
<input type="checkbox"/>	Применение закона <tbmrg@tgumrgu.ru>	Претензии потребителей, разрешение споров.	12/8/06 9:44 AM	59261
<input type="checkbox"/>	Демид Лыткин	отдых от 99\$	12/8/06 9:44 AM	19096
<input type="checkbox"/>	Online Gaming <gaming@nana.din	CONGRATULATIONS! (WINNING NOTIFICATION)	12/8/06 9:44 AM	6070

Release Delete Delete All

1
Powered by MessageLabs

Up to four tabs are displayed:

- **Summary**—lists all spam redirected away from your inbox to your Spam Manager account
- **Approved Senders**—displays your personal approved senders list (see *Section 6, Managing your approved and blocked senders lists*)
Important: Depending on your organization's Email Services configuration, you may not be able to manage your own approved senders list. In this case, you will not see the **Approved Senders** tab in Spam Manager.
- **Blocked Senders**—displays your personal blocked senders list (see *Section 6, Managing your approved and blocked senders lists*)
Important: Depending on your organization's Email Services configuration, you may not be able to manage your own blocked senders list. In this case, you will not see the **Blocked Senders** tab in Spam Manager.
- **Options**—enables you to change the frequency of email notifications, add aliases, and change your password.

3.2 Changing the language of the display

You can change the language of the Spam Manager display and of the notifications that you receive when a spam email is received in your account.

To change the language of the display:

- Select the language you require from the drop-down list at the top-right of the Spam Manager screen. Spam Manager will use the selected language when you log in again.



Note: The language can be changed at any time, as necessary.

4 Managing your messages

4.1 Viewing messages

Once you have logged in to Spam Manager, any spam email that you have is listed. Details of the sender and date are shown for each message. Depending on your organization's security policy, the subject of the message may be shown also.



The screenshot shows the Spam Manager interface for user d.evans@example.com. It features a navigation bar with tabs for Summary, Approved Senders, Blocked Senders, and Options. A search bar is present with a search button. Below the search bar, there are buttons for Release, Delete, and Delete All. The main area displays a list of messages with columns for Sender, Subject, Date Received, and Size. The messages listed are:

Sender	Subject	Date Received	Size
Применение закона <tbrmq@tgumrgu.ru>	Претензии потребителей, разрешение споров.	12/8/06 9:44 AM	59261
Демид Лыткин	отдых от 99\$	12/8/06 9:44 AM	19096
Online Gaming <gaming@nana.din	CONGRATULATIONS! (WINNING NOTIFICATION)	12/8/06 9:44 AM	6070

At the bottom, there is a footer indicating "Powered by MessageLabs".

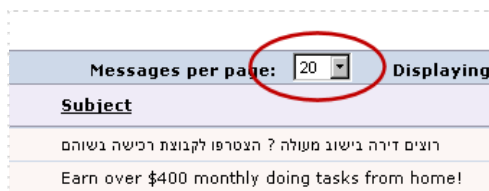
Note: If your Spam Manager account contains spam from more than one email address; that is, if you have set up an alias, the address to which each message was sent is shown in a **Recipient** column. (For more information about alias accounts, see [Section 5.3, Managing aliases](#).)

To sort the list:

1. Click the **Summary** tab.
2. Click the heading of the column to sort by.
An arrow is displayed in the column heading to indicate the direction of the sort.

To define the number of entries displayed on a page:

1. Click the **Summary** tab.
2. Click the arrow next to the **Messages per page** drop-down list, and select the required number of entries to display.



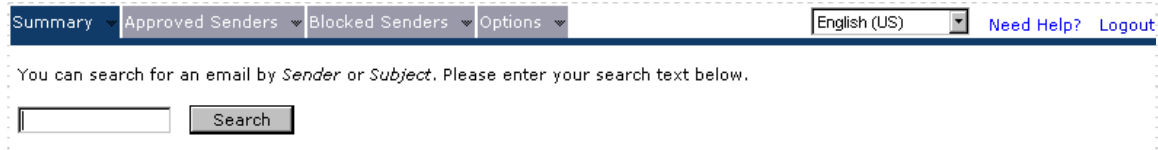
This image shows a close-up of the "Messages per page" drop-down menu. The number "20" is selected and circled in red. Below the menu, the "Displaying" text is visible, followed by the "Subject" column heading and two rows of message text.

4.2 Searching for a message

You can search Spam Manager for a message from a specific sender or with a specific subject.

To search for a message:

1. Click the **Summary** tab.



2. Type a keyword (or part of one) to identify the subject line or sender of the email in the search box. You cannot use wildcards in the search field. For example, if you search for *, you will only find emails that contain the * symbol in the subject line or sender's name.
3. Click the **Search** button. Any messages containing the keyword are displayed.

To list all messages:

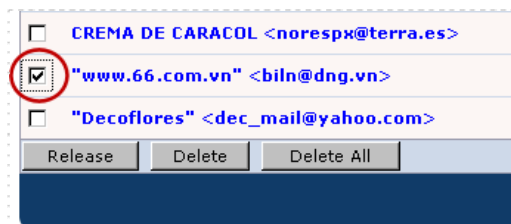
1. Click the **Summary** tab.
2. Click the **Clear Search** button. All of your messages are listed according to your setting for the number of messages per page (see *Section 4.1, Viewing messages*).

4.3 Selecting messages

When you want to delete or release your messages, you can select them either individually or one page at a time.

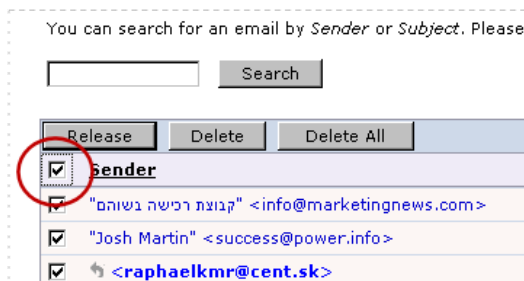
To select an individual message:

1. Click the **Summary** tab.
2. Locate the message and select the checkbox to the left of it.



To select messages a page at a time:

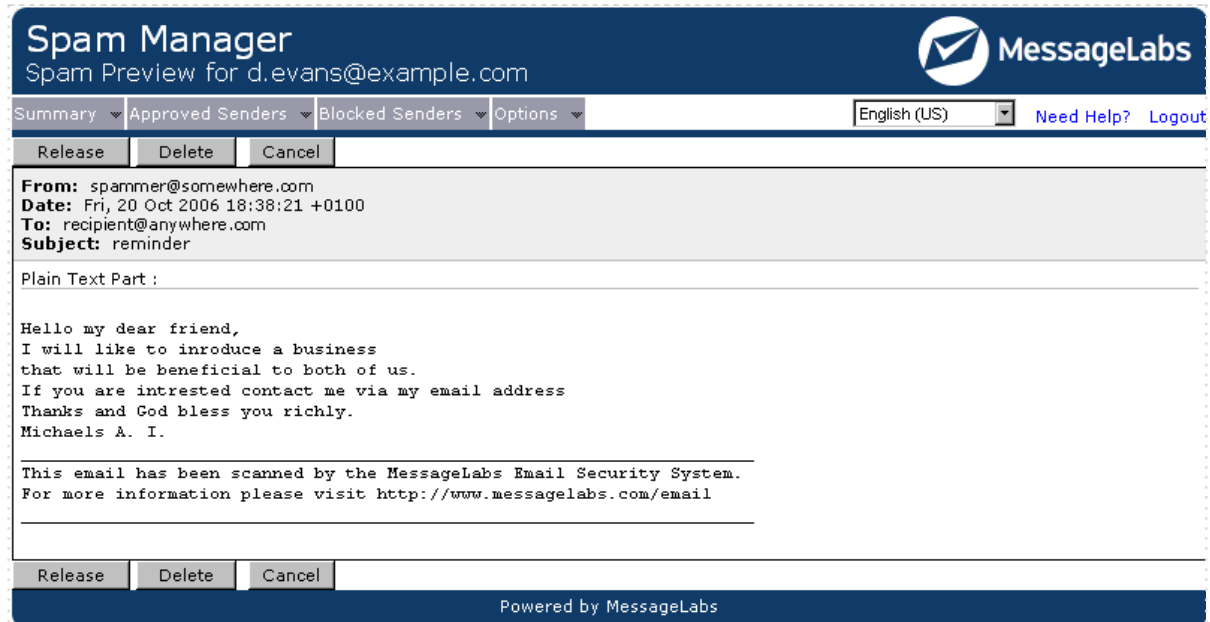
1. Click the **Summary** tab.
2. Select the checkbox at the top of the list, to the left of the **Sender** column. All of the messages on the page are selected.



To view the content of a message:

Depending on your organization's security policy, you may be able to view the text content of the emails displayed in Spam Manager. To do this:

1. Click the **Summary** tab.
2. Locate the message to view and click on its sender's name.
The message is displayed.



The screenshot displays the Spam Manager interface. At the top, there is a dark blue header with the text "Spam Manager" and "Spam Preview for d.evans@example.com" on the left, and the MessageLabs logo on the right. Below the header is a navigation bar with tabs for "Summary", "Approved Senders", "Blocked Senders", and "Options". To the right of these tabs is a language dropdown menu set to "English (US)" and links for "Need Help?" and "Logout".

Below the navigation bar is a row of three buttons: "Release", "Delete", and "Cancel". The main content area shows the following email details:

From: spammer@somewhere.com
Date: Fri, 20 Oct 2006 18:38:21 +0100
To: recipient@anywhere.com
Subject: reminder

Below the headers, it says "Plain Text Part :". The body of the email is as follows:

Hello my dear friend,
I will like to introduce a business
that will be beneficial to both of us.
If you are intrested contact me via my email address
Thanks and God bless you richly.
Michaels A. I.

At the bottom of the message content, there is a disclaimer:

This email has been scanned by the MessageLabs Email Security System.
For more information please visit <http://www.message-labs.com/email>

At the bottom of the interface, there is another row of three buttons: "Release", "Delete", and "Cancel", and a footer that says "Powered by MessageLabs".

You can check the content of the message and decide whether to release it, delete it, or neither.

Important: If your organization's security policy prevents you from viewing the subject or content of email messages in Spam Manager, the only way to be able to read those messages is by releasing them to your email inbox. You are advised to exercise caution when considering releasing messages with potentially inappropriate content, as once you have released them and received them in your inbox, they become your responsibility.

4.4 Releasing messages

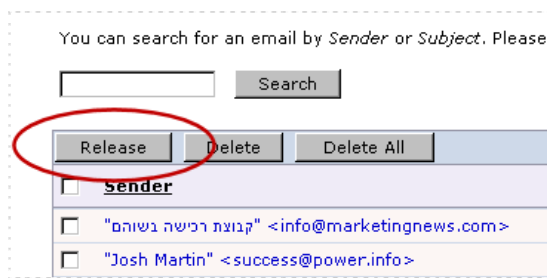
When you release a message, it is sent to your email inbox. It remains visible in Spam Manager and can be identified by the small arrow icon next to the subject. Messages can be released individually or a page at a time.



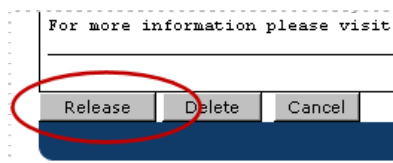
Note: If you are the owner of an account with aliases or an account group and release an email for one of your aliases or member accounts, the email is released to the original recipient's inbox rather than to your inbox.

To release a message:

1. Click the **Summary** tab.
2. Either:
 - Select the checkbox to the left of the email to release and click the **Release** button at the top or bottom of the list.



- Open the email to release by clicking the sender detail, and click the **Release** button at the top or bottom of the message.



A **Message released** confirmation message is displayed. You may be able to request that the sender is added to your organization's or your own approved senders list (see *Section 5.4, Requesting a sender to be approved* and *6, Managing your approved and blocked senders lists*).

To release multiple messages:

1. Click the **Summary** tab.
2. Select the checkboxes to the left of the emails to release and click the **Release** button at the top or bottom of the list. A **Message released** confirmation message for the first selected message is displayed.
3. Click the **Continue** button. The next **Message released** confirmation message is displayed. Continue in this way until all of the messages are released.

Note: At each **Message released** confirmation message, you may be able to request that the sender is added to your organization's or your own approved senders list (see *Sections 5.4, Requesting a sender to be approved* and *6, Managing your approved and blocked senders lists*).

4.5 Deleting messages

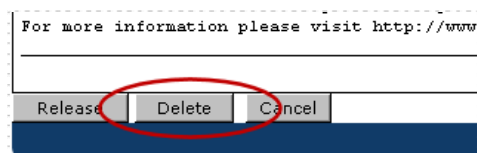
When you delete a message, it is removed from Spam Manager. Selected messages can be deleted individually, a page at a time, or all at once.

To delete a message:

1. Click the **Summary** tab.
2. Either:
 - Select the checkbox to the left of the email to delete and click the **Delete** button at the top or bottom of the list.



- Open the email to delete by clicking the sender detail, and click the **Delete** button at the top or bottom of the message.

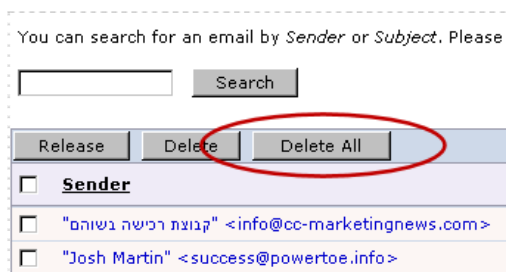


To delete a page of messages:

1. Click the **Summary** tab.
2. Select the checkbox to the left of the sender heading. All of the messages on the page are selected.
3. Click the **Delete** button at the top or bottom of the list.

To delete all messages:

1. Click the **Summary** tab.
2. Click the **Delete All** button at the top or bottom of the list.



5 Managing your account

The following tasks enable you to use your Spam Manager account as you require:

- **Changing your password**—you should change your password regularly. Depending on your organization's Security policy, this may be enforced by the Spam Manager system. See *Section 5.1, Changing your password*.
- **Setting notification options**—specify how often you would like to receive notifications that you have spam. See *Section 5.2, Setting notification options*.
- **Managing aliases**—if you have several email addresses within the organization, you can assign them to be managed by your main Spam Manager account. See *Section 5.3, Managing aliases*.
Note: Your Spam Manager Quarantine Administrator may have set up your email accounts as aliases for you. If so, you may receive a notification email advising you of this and requesting your confirmation.
- **Requesting a sender to be approved**—you can request that a sender is added to your organization's approved senders list, so that emails from those senders are not identified as spam. See *Section 5.4, Requesting a sender to be approved*.
Note: You may be able to manage your own personal approved and blocked senders lists, in which case you can add a sender to your own approved senders list. See *Section 6, Managing your approved and blocked senders lists*.

5.1 Changing your password

For security reasons you should change your password regularly. Depending on your organization's Security policy, this may be enforced by the Spam Manager system.

To change your password:

1. Click the **Options** tab.
2. Click the **Change Password** link.



The screenshot shows the Spam Manager interface for user e.frasier@example.com. The 'Options' tab is selected, and the 'Change Password' link is active. The form contains three input fields: 'Old Password' (masked with dots), 'New Password', and 'Repeat New Password'. There are 'Cancel' and 'Change' buttons at the bottom of the form. A 'Forgot your password?' link is also present. The interface includes a navigation bar with 'Summary', 'Approved Senders', 'Blocked Senders', and 'Options' tabs, a language dropdown set to 'English (US)', and links for 'Need Help?' and 'Logout'. The footer indicates 'Powered by MessageLabs'.

3. Enter your **Old Password**.
4. Enter your **New Password**.
5. Confirm your new password by entering it again in the **Repeat New Password** box.
6. Click the **Change** button.
Confirmation of the change is displayed.

Note: Depending on your organization's security policy, Spam Manager may enforce certain requirements in your new password, such as the use of numeric and non-alphabetic characters, and it may prevent the use of dictionary words or certain other character sequences—see your organization's password policy or security policy for details.

5.2 Setting notification options

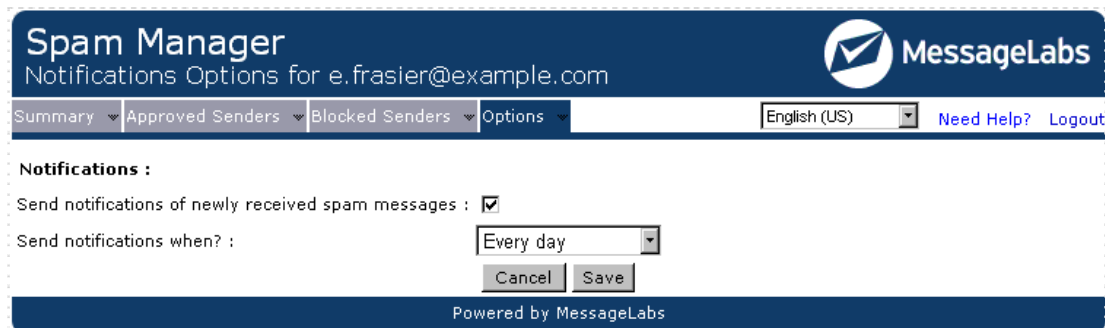
If the notification facility has been enabled by your organization, you will receive periodic email notification of any spam held by Spam Manager. Each notification email lists only those messages received by Spam Manager since the previous notification.

Depending on how Spam Manager has been set up by your Quarantine Administrator, you may be able to change the frequency with which you receive notifications. If the **Notifications** link is shown on the **Options** page, you can change the frequency of these messages.

Note: To trigger the sending of notifications, you may need to register and request a password (see *Section 3, Getting started*).

To change the frequency of notifications:

1. Click the **Options** tab.
2. Click the **Notifications** link.



Spam Manager
Notifications Options for e.frasier@example.com

Summary Approved Senders Blocked Senders Options English (US) Need Help? Logout

Notifications :

Send notifications of newly received spam messages :

Send notifications when? : Every day

Cancel Save

Powered by MessageLabs

3. Ensure that the **Send notifications of newly received spam messages** checkbox is selected.
4. Select a frequency for notifications to be sent from the **Send notifications when?** drop-down list.
5. Click the **Save** button.

5.3 Managing aliases

If you have several email addresses within your organization (for example, john.smith@example.com and jsmith@example.com), you can combine these as aliases under a single Spam Manager account. In this way you will only need one set of login details (email address and password) for Spam Manager and all your spam will be displayed together.

Note: You can only use email addresses that have been registered by your organization as aliases.

Note: If you have set up aliases for your account, the **Summary** page in Spam Manager displays both the sender and the recipient of your spam messages.

To add an alias:

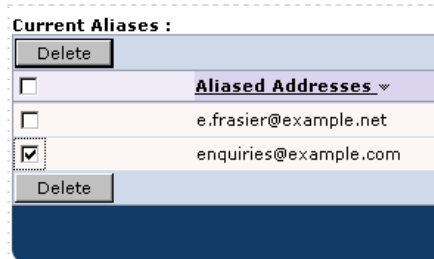
1. Login to the Spam Manager account to which you would like to add an alias.
2. Click the **Options** tab.
3. Click the **Manage Aliases** link.
4. In the **Add an alias** box, enter the additional email address to be managed by this account.

The screenshot shows the Spam Manager interface for the account e.frasier@example.com. The top navigation bar includes tabs for Summary, Approved Senders, Blocked Senders, and Options, along with a language dropdown set to English (US) and links for Need Help? and Logout. The main content area is titled "Manage Aliases" and contains the following text: "If you have several email addresses within your organization (for example john.smith@example.com), you can add these other business email addresses to this account and handle your spam in one place by using the 'Add an Alias' option below. Before an email address can be added to this account as an alias it must be validated. An email confirmation will be sent to the email address and you should follow the instructions to confirm validation. Email addresses awaiting validation are shown as **Pending**." Below this text is an "Add an Alias" section with a text input field and an "Add" button. Underneath is a "Current Aliases" section with a table listing existing aliases: e.frasier@example.net and enquiries@example.com. Each row has a checkbox and a "Delete" button. The table also shows "Entries per page: 10" and "Displaying 1 - 2 of 2 entries". At the bottom of the interface, it says "Powered by MessageLabs".

5. Click the **Add** button.
A confirmation message is displayed. A message is sent to your other email address, requesting confirmation that this email address should become an alias. Click the URL in the message to confirm the creation of the alias. Until you have done this, the alias is shown as 'pending' in Spam Manager.

To delete an alias:

1. Login to the Spam Manager account to which you would like to delete an alias.
2. Click the **Options** tab.
3. Click the **Manage Aliases** link.
4. Select the checkbox to the left of the alias to delete.



5. Click the **Delete** button.
After an alias has been deleted, any spam received for that email address will no longer be directed to the alias' owner, but will instead be directed to a new Spam Manager account for that email address. If Spam Manager has been configured to send welcome messages, when spam is received, a message inviting the user to register with Spam Manager is sent to the previously aliased email address. The user will then be able to request a password and manage their own Spam Manager account.

5.4 Requesting a sender to be approved

If email from a particular sender is regularly identified as spam, you can request that the sender is added to your organization's approved senders list. Email from senders on the approved senders list bypasses the Anti-Spam scanners.

Note: Your Email Services Administrator may have decided not to offer you the facility to request that a sender is added to the approved list. Alternatively, your Email Services Administrator may have enabled you to manage your own personal approved and blocked senders lists. In this case, you will be able to add a sender to your list yourself. For full details, see *Section 6, Managing your approved and blocked senders lists*.

To request a sender to be approved:

1. Click the **Summary** tab.
2. Select a message from the sender of interest and click the **Release** button.
3. In the **Message released** confirmation, click the **Request sender approved** button.



An email requesting the sender to be added to your organization's approved senders list is sent to your Email Services Administrator. The sender is added at the discretion of the Administrator.

5.5 Account groups

Your Spam Manager Quarantine Administrator can assign spam for individual Spam Manager accounts to be sent to the owner of an 'account group'. An account group enables spam for several email addresses to be viewable through one Spam Manager account. The settings for the individual accounts still apply to those individuals' email and the users in the group can still view and manage their spam themselves.

If you have been set up as an owner of an account group, you may receive a notification email advising you of this and requesting your confirmation. The users of the individual email addresses in an account group can still manage their own spam and account settings.

If your spam is managed by someone else as part of an account group, you may receive a notification email advising you of this and requesting your confirmation. You can still view and access your own Spam Manager account and manage your spam and account settings yourself.

6 Managing your approved and blocked senders lists

Note: Depending on your organization's Email Services configuration, you may not be able to manage your own approved and blocked senders lists. In this case, you will not see the **Approved Senders** and **Blocked Senders** tabs in Spam Manager.

Depending on your organization's Email Services configuration, you may be able to define personal approved and blocked senders lists so that, for example, you can receive emails from an address on the company blocked senders list.

- An approved senders list is a list of domain names or email addresses that you want to receive email from, even though these senders may otherwise be blocked by public or company block lists or other spam detection methods.
- A blocked senders list is a list of domain names or email addresses that you want to block emails from, if such mail does not typically get intercepted as spam by the Anti-Spam service scanners.

Your organization may have company approved and blocked senders lists set up. If you are able to manage your own lists, the Email Services Administrator will have specified whether the company lists override your personal lists or vice versa. If you have any concerns about unwanted email getting through to you or wanted email not getting through to you, contact your Email Services Administrator.

Entries on the approved and blocked senders lists can be either full email addresses or domains, for example, *jsmith@domain.com* or *domain.com*.

The maximum number of entries in your personal approved and blocked senders lists is 150 in each.

Important: You should not put your domain name in your own approved senders list—this could cause problems with spam from spoofed email addresses not being quarantined as expected.

6.1 Viewing your approved and blocked senders

To view your approved and blocked senders:

- Click the **Approved Senders** or **Blocked Senders** tab, as required.
The existing entries on your list are displayed, including the sender or domain name, whether the entry is a full email address or a domain, the entry description, and the date the entry was added.

Spam Manager
Approved Senders for d.evans@example.com

Summary | **Approved Senders** | Blocked Senders | Options | English (US) | [Need Help?](#) | [Logout](#)

You can add an email address or domain to your Approved Senders list, so that email from these senders is delivered straight to your inbox in future. Please note: your organization's security policy may override your personal list.

[Add Entry](#)

You can search for an entry by *Sender* and by *Date Submitted*. Please enter your dates in the format 'Month/Day/Year' (for example '12/31/06').

Sender : From date : To date : [Search](#)

<input type="checkbox"/>	Sender	Type	Description	Date Submitted ^
<input type="checkbox"/>	user1@company1.com	Email	Client	12/8/06 11:19 AM
<input type="checkbox"/>	user2@company1.com	Email	Client	12/8/06 11:19 AM
<input type="checkbox"/>	user3@company1.com	Email	Client	12/8/06 11:20 AM

1
Powered by MessageLabs

You can sort the list by clicking on the column heading and change the number of items displayed on a single page by using the **Entries per page** drop-down list.

You can locate an entry by:

- Searching for a specific sender.
Note: You can use partial matching—you do not have to enter the complete email address or domain. You cannot use wildcards in this search field. Entering a * will only find emails that contain the * symbol itself in the sender field.
- Searching for senders added to the approved or blocked senders list between two dates.
- Scrolling through the pages of the list.

To view all entries again after a search:

- In the **Approved Senders** or **Blocked Senders** tab (as required), click the **Clear Search** button.

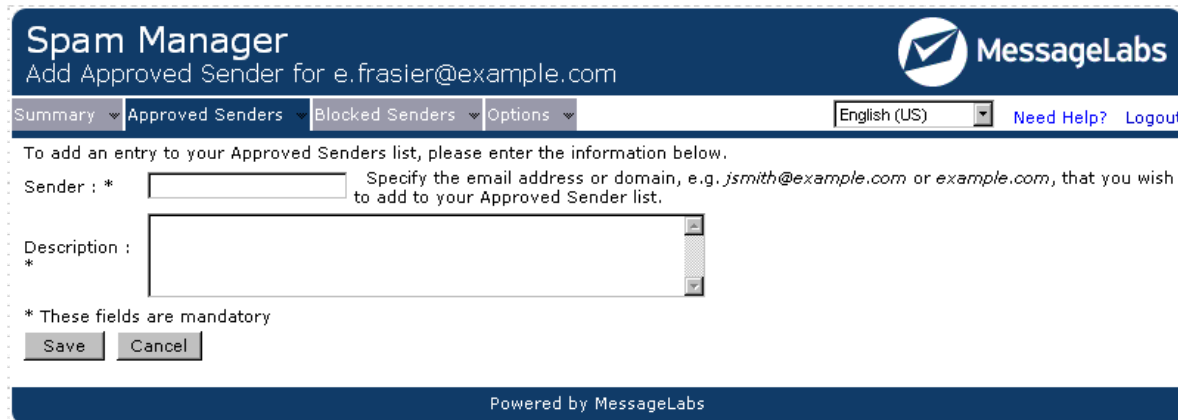
6.2 Adding an approved or blocked sender

Entries on your personal approved and blocked senders lists can be added in a number of ways:

- You can add entries to your approved and blocked senders lists manually in the **Approved Senders** and **Blocked Senders** tabs
- When you release a spam message to your inbox, you can approve the sender of the spam message at that time. You can also approve the sender's domain, so that any emails sent from the domain will bypass the Anti-Spam service
- Your Spam Manager Quarantine Administrator can add, edit, and delete entries on your behalf

To add an approved or blocked sender:

1. Click the **Approved Senders** or **Blocked Senders** tab, as required.
2. Click the **Add Entry** button.
The **Add ... Sender** page is displayed.



The screenshot shows the 'Spam Manager' interface with the 'Add Approved Sender for e.frasier@example.com' page. The page has a dark blue header with the 'MessageLabs' logo. Below the header is a navigation bar with tabs for 'Summary', 'Approved Senders', 'Blocked Senders', and 'Options'. A language dropdown is set to 'English (US)', and there are links for 'Need Help?' and 'Logout'. The main content area contains a form with the following fields:

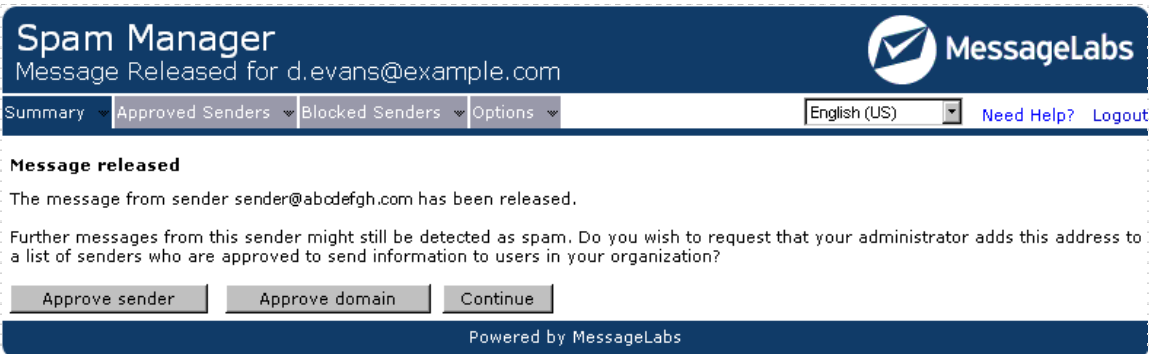
- Sender :** A text input field with an asterisk (*) next to it. Below the field is a note: 'Specify the email address or domain, e.g. jsmith@example.com or example.com, that you wish to add to your Approved Sender list.'
- Description :** A text area with an asterisk (*) next to it.

Below the form, there is a note: '* These fields are mandatory'. At the bottom of the form are two buttons: 'Save' and 'Cancel'. The footer of the page says 'Powered by MessageLabs'.

3. Enter the email address or domain name of the sender to add to the list.
An email address must be the full address with a valid domain name, such as *broberts@shopping.com*. Partial email addresses, such as *broberts@shopping*, are not valid. A domain name can be a full name, such as *example.com*, or a top-level domain, such as *.com* or *.uk*. Subdomains, such as *name.domain.com*, are also valid. Partial domains without the top-level domain, for example, *messagelabs* or *webcam*, are not valid. The * wildcard is also not valid within a domain name.
4. Enter a description for the entry (this is mandatory).
5. Click **Save**.
The new entry is displayed in the list.

To add an approved sender when you release a message from Spam Manager:

1. When you receive a message identified as spam from a sender that you wish to add to your personal approved senders list, select the message, and click the **Release** button.
2. In the **Message released** confirmation, click the **Approve sender** or **Approve domain** button, as required.



The screenshot shows the 'Spam Manager' interface for 'Message Released for d.evans@example.com'. The top navigation bar includes tabs for 'Summary', 'Approved Senders', 'Blocked Senders', and 'Options', along with a language dropdown set to 'English (US)' and links for 'Need Help?' and 'Logout'. The main content area is titled 'Message released' and contains the text: 'The message from sender sender@abodefgh.com has been released. Further messages from this sender might still be detected as spam. Do you wish to request that your administrator adds this address to a list of senders who are approved to send information to users in your organization?'. Below this text are three buttons: 'Approve sender', 'Approve domain', and 'Continue'. The footer of the page reads 'Powered by MessageLabs'.

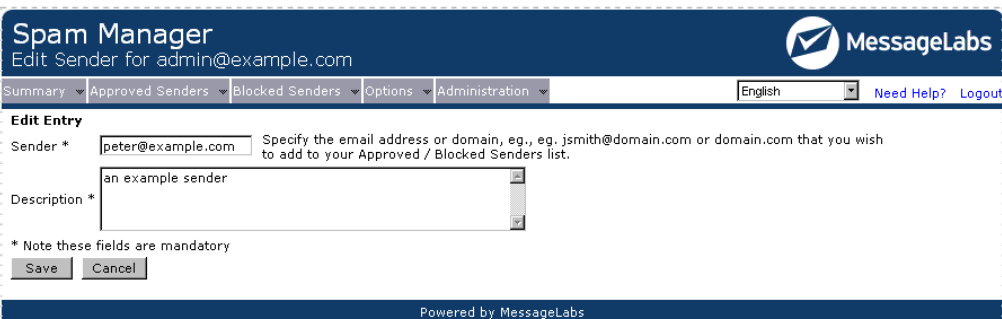
The **Add Entry** page is displayed with the **Sender** box already filled in.

3. Enter a description for the entry (mandatory).
4. Click **Save**.
The new entry is displayed in the list.

6.3 Editing an approved or blocked sender

To edit an approved or blocked sender:

1. Click the **Approved Senders** or **Blocked Senders** tab, as appropriate.
2. Locate the entry of interest and click on the sender name.
The **Edit Entry** page is displayed.



The screenshot shows the 'Spam Manager' interface for 'Edit Sender for admin@example.com'. The top navigation bar includes tabs for 'Summary', 'Approved Senders', 'Blocked Senders', 'Options', and 'Administration', along with a language dropdown set to 'English' and links for 'Need Help?' and 'Logout'. The main content area is titled 'Edit Entry' and contains a form with two fields: 'Sender *' with the value 'peter@example.com' and a tooltip that reads 'Specify the email address or domain, eg., eg. jsmith@domain.com or domain.com that you wish to add to your Approved / Blocked Senders list.', and 'Description *' with the value 'an example sender'. Below the form is a note: '* Note these fields are mandatory' and two buttons: 'Save' and 'Cancel'. The footer of the page reads 'Powered by MessageLabs'.

3. Edit the email address or domain name, if required.
An email address must be the full address with a valid domain name, such as *broberts@shopping.com*. Partial email addresses, such as *broberts@shopping*, are not valid. A domain name can be a full name, such as *example.com*, or a top-level domain, such as *.com* or *.uk*. Subdomains, such as *name.domain.com*, are also valid. Partial domains without the top-level domain, for example, *messagelabs* or *webcam*, are not valid. The * wildcard is also not valid within a domain name.
4. Edit the description for the entry (this is mandatory).
5. Click **Save**.

6.4 Deleting approved or blocked senders

Note: You are not asked to confirm deletion when deleting entries from the approved and blocked senders lists.

To delete selected approved or blocked senders:

1. Click the **Approved Senders** or **Blocked Senders** tab, as appropriate.
2. Locate the entries of interest and select the checkboxes to the left of the entries.
3. Click the **Delete** button.

To delete all approved or blocked senders:

1. Click the **Approved Senders** or **Blocked Senders** tab, as appropriate.
2. Select the checkbox in the heading of the left column.
All entries are selected.
3. Click the **Delete** button.

7 Troubleshooting

7.1 I have not received an email asking me to register and log in

If you have not yet received any registration or login details, there are two likely reasons:

- You have not received any spam.
- Instead of creating an individual Spam Manager account for you, your Quarantine Administrator has decided to manage your spam in a different way.

However, if you would like to check whether an account has been created for you:

1. Go to the login page.
2. Click the **Need a Password?** link.
3. Enter your email address.
4. Click **Send Password**.
 - If you receive the error message 'Invalid email address', you do not have a Spam Manager account. If you think you should have a Spam Manager account, contact your Quarantine Administrator.
 - If you receive a password (sent to your email inbox), you can log in to Spam Manager. If no spam has been redirected to Spam Manager, the message 'You currently have no spam in the quarantine system' is displayed.

7.2 The system is refusing to send me a password

If you receive the error message 'Invalid email address' when requesting a password, a Spam Manager account has not been created for you. There are two likely reasons:

- You have not received any spam.
- Instead of creating an individual Spam Manager account for you, your Quarantine Administrator has decided to manage your spam in a different way.

If you think you should have a Spam Manager account, contact your Quarantine Administrator.

7.3 I have released a message but not received it in my inbox

The time it takes for a message to reach your inbox depends on a variety of factors that are independent of the MessageLabs Anti-Spam service, such as Internet delays. Please wait for two hours and then release the message again. If it still does not reach your inbox, contact your Quarantine Administrator.

Further information

This guide describes how to view and manage email messages identified as spam, and set your notification options. If you have been enabled to manage your personal approved and blocked senders lists, procedures are given here to guide you in the use of these lists

If you need any further information, the following resources are available:

Online Help

Online Help is available for Spam Manager.

To access the online Help, click the **Need Help?** link at the top-right of the Spam Manager screen.

Administrator guides

The **Email Anti-Spam Service - Spam Manager Quarantine Administrator Guide** describes the tasks that a Quarantine Administrator may need to perform.

If you are a Quarantine Administrator and need this document, it is available from your IT Administrator or helpdesk.

IT Administrator or Helpdesk

If you need help on an aspect of Spam Manager that is not covered by this guide or the online help, contact your IT administrator or helpdesk

www.message-labs.com
info@message-labs.com

Freephone UK
0800 917 7733

Toll free US
1-866-460-0000

Europe
HEADQUARTERS
MessageLabs Ltd
1270 Lansdowne Court
Gloucester Business Park
Gloucester, GL3 4AB
United Kingdom

Tel +44 (0) 1452 627 627
Fax +44 (0) 1452 627 628
Freephone 0800 917 7733
Support: +44 (0) 1452 627 766

LONDON
MessageLabs Ltd
3rd Floor
40 Whitfield Street
London, W1T 2RH
United Kingdom

Tel +44 (0) 20 7291 1960
Fax +44 (0) 20 7291 1937
Support +44 (0) 1452 627 766

NETHERLANDS
MessageLabs BV
De Geelvinck, Office 5.06
Singel 540
1017 AZ
Amsterdam
Netherlands

Tel +31 (0) 20 5 222 393
Fax +44 870 238 4401
Support +44 (0) 1452 627 766

BELGIUM / LUXEMBOURG
MessageLabs Ltd
Culliganlaan 1B
B-1831 Diegem
Belgium

Tel +32 (0) 2 403 12 61
Fax +32 (0) 2 403 12 12
Support +44 (0) 1452 627 766

DACH
MessageLabs GmbH
Feringastrasse 9a
85774 Unterföhring
Munich
Germany

Tel +49 (0) 89 189 43 990
Fax +49 (0) 89 189 43 999
Support +44 (0) 1452 627 766

Americas
AMERICAS HEADQUARTERS
MessageLabs Inc
512 Seventh Avenue
6th Floor
New York, NY 10018
USA

Tel +1 646 519 8100
Fax +1 646 452 6570
Toll-free +1 866 460 0000
Support +1 866 807 6047

CENTRAL REGION
MessageLabs Inc
7760 France Avenue South
Suite 1100
Bloomington, MN 55435
USA

Tel +1 952 886 7541
Fax +1 952 886 7498
Toll-free +1 877 324 4913
Support +1 866 807 6047

CANADA
MessageLabs Inc.
First Canadian Place
100 Kings Street West, 37th floor
Toronto, ON M5X 1C9

Tel+1 646 519 8100
Fax +1 646 452 6570
Toll-free +1 866 460 0000
Support +1 866 807 6047

Asia Pacific
HONG KONG
MessageLabs (Asia Pacific) Ltd.
Unir 1601, 16F
Lippo Centre, Tower 2
Tower II
89 Queensway
Admiralty
Hong Kong

Tel +852 2111 3650
Fax +852 2111 9061
Support: +852 2111 3658

AUSTRALIA
MessageLabs (Australia) Pty Ltd.
Level 6
107 Mount Street,
North Sydney
NSW 2060
Australia

Tel +61 2 8208 7100
Fax +61 2 9954 9500
Support +1 800 088 099

SINGAPORE
MessageLabs (Asia Pacific) Ltd.
Level 14
Prudential Tower
30 Cecil Street
Singapore 049712

Tel +65 6232 2855
Fax +65 6232 2300
Support +852 2111 3658

JAPAN
MessageLabs Ltd.
Bureau Toranomom 3rd Floor
2-7-16 Toranomom Minato-ku
Tokyo 105-0001
Japan

Tel +81 3 3539 1681
Fax +81 3 3539 1682
Support +852 2111 3658