

# MailMarshal User Guide

Please see below procedure to help with the usage/setup of the various aspects of the system.

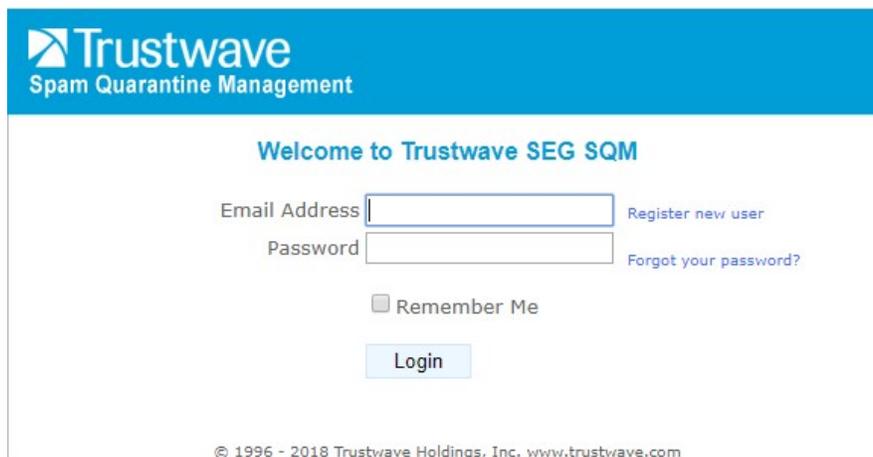
If you have any issues, please feel free to contact support for further assistance and we will do what we can to help. Support can be reached on: 00 44 (0)1534 844000

## MailMarshal User Guide

MailMarshal software provides an email filtering service to compliment your hosted Microsoft Exchange mailbox. All external email is scanned for malicious content to protect the integrity of your IT system. Unsolicited email ('spam') is quarantined to prevent it from reaching your inbox.

The spam console allows users to manage aspects of the MailMarshal solution themselves, such as releasing suspect spam or maintaining a personalised safe sender list.

Step	Action
1.	Users will receive a 'message digest' email if an inbound message has been blocked within the time period since the last digest. Digests are sent out at 8am, 10.30am, 13.00 and 15.30. If no email has been blocked then the digest will not be sent.
2.	The digest email contains a link to the spam console, which will take the user directly to a web portal for managing their blocked emails via an Internet browser.
3.	The email also contains 'Release' links to release individual emails quickly.
4.	Upon accessing the spam console, users will be asked to log in with their e-mail address and a password. This password is separate from any other iConnect password. For users with multiple email addresses, each alias has a separate login by default. It is possible to monitor several aliases from a single login, including other people's, provided you have been given permission to monitor those addresses.
5.	If you have forgotten your spam console password a new one can be emailed to your inbox using the highlighted link. If you are using the spam console for the first time and have not been given login details you can register yourself using the 'register new user' link. New login details will be sent directly to your inbox.
6.	By ticking the 'remember me' box you will be able to skip the login page on subsequent visits.



**Managing your quarantined mail.**

Step	Action
1.	The ' <b>Blocked Mail</b> ' area can be accessed using the tabs at the top of the page. A constantly up to date list of quarantined emails can be reviewed and released from here.
2.	Within the ' <b>Blocked Mail</b> ' area there is a drop down list that allows the user to navigate between quarantine lists. By default, emails of type ' <b>Suspect Spam</b> ' will be shown. Also worth noting is ' <b>Password Protected Attachments</b> ' – emails with attachments that the anti-virus engine has failed to scan because the contents are encrypted with a password. These can all be released by the user manually.
3.	The ' <b>Manage Senders</b> ' area is used to manage the user's personalised ' <b>whitelist</b> ' and ' <b>blacklist</b> ' of email addresses.
4.	Addresses can be added to either list from here. All mail from an address on the whitelist (safe senders) will be allowed through. All mail from an address on the blacklist (blocked senders) will be blocked before it reaches the users inbox.
5.	Email addresses can be edited or removed from both lists by selecting the 'Edit' or 'Delete' icon next to each address.

