



# Spam Filter Message Center

## User Guide



**MX Resources, LLC  
10573 W. Pico Blvd., #343  
Los Angeles, CA 90064**

**(888) 556-7788**

**[support@mxresources.com](mailto:support@mxresources.com)**

## Introduction

### What is Postini?

Postini is an email protection service that provides each user with a Message Center where your spam and viruses are filtered and quarantined. Your legitimate email messages are delivered to your email inbox, just as they always have, but junk and virus-infected email is routed to your Message Center. You can also customize the service from within the Message Center.

You can review quarantined email messages and deliver the ones you want to your inbox from the Message Center.

### How Does the Message Center work?

Valid email messages are delivered to your inbox as usual. Messages that meet certain filtering characteristics (which are set by your administrator) are sent to the quarantine area. Postini's robust spam filtering system has the intelligence to determine if messages fall into one of four "Category Filters": Get Rich Quick, Special Offers, Sexually Explicit or Racially Insensitive. Based on these categories and multiple levels of scanning, you can nearly eliminate all unsolicited messages from entering your email inbox.

### Getting the most out of your Message Center

It is strongly recommended that you check your Message Center **daily at first** so your filters "learn" to be more effective and accurate. Upon regular review, remove the unwanted messages and deliver the ones you want. You can also safely read the contents of a virus-infected email in your Message Center without the risk of harming your own personal system.

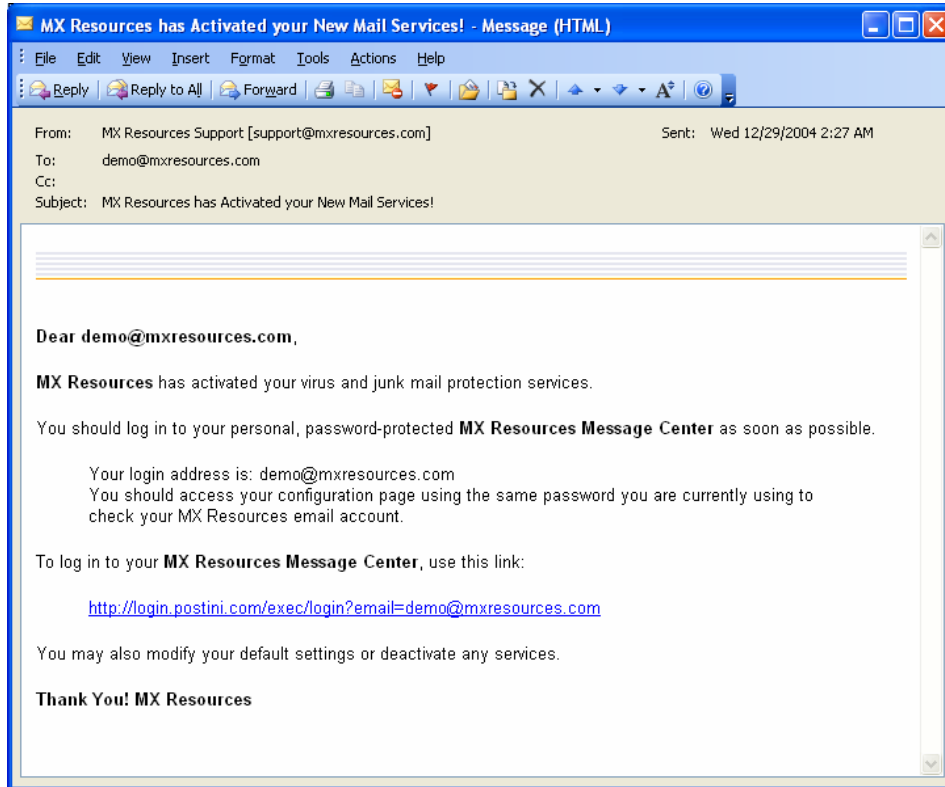
Weekly reminders will instruct you to check your Message Center and review quarantined email. All quarantined messages are held for 14 days until they are automatically deleted, unless you remove or deliver them.

This document walks you through using and managing your Message Center.

## Login and Overview

### How do I access my Message Center?

Once your account has been activated, you will receive a “Welcome” email directing you to your message center.



### Log in to the Message Center

1. Click on the Message Center link in the Welcome message or navigate to <http://www.mxresources.com>. It's helpful to bookmark the log in page.

A screenshot of the MX Resources Message Center login page. The page has a header with horizontal lines and the title "Log in to your message center." Below the title, there are two input fields: "Log in Address" with the text "christine@acme.com" and "example: joe234@service.com" below it, and "Password" with a masked password "••••••••". Below the password field, there is a note: "note: password is case-sensitive" and a checkbox labeled "Remember my Address and Password" with a link "(what is this?)". At the bottom of the form, there is a green "LOG IN" button and a blue "Log In Help" link.

2. Enter your log in address, as indicated in the Welcome message. This address will be your email address.
3. Enter your password as directed in the Welcome message. This password will usually be the same as the password you use to access your company email box. If you are unsure what your password is, check with your company's email administrator.
4. When you sign in using your address and password, your browser can "remember" you by using a persistent cookie on your computer. By selecting the checkbox on the log in screen, you can bypass the log in each time you come back. **Be sure to close the browser window instead of logging out.** Upon your return, you won't be prompted for a password. If you use a shared computer (in a library, Internet cafe, school, or other public area) where someone could see your personal message center, do not select the Remember Me checkbox.

## The Message Center Main Window

The Message Center has several different areas:

The screenshot shows the Message Center interface with several callout boxes:

- Application settings for Junk, Virus, and Wireless:** Points to the top navigation bar containing links for [Junk Email Settings](#), [Virus Settings](#), and [Wireless Settings](#).
- Account settings, including change password:** Points to the top navigation bar containing links for [Account Settings](#), [Help](#), and [Log Out](#).
- Online help:** Points to the [Help](#) link in the top navigation bar.
- Folders for messages delivered or removed:** Points to the navigation tabs: [View: Quarantined](#), [Delivered](#), and [Removed](#).
- Quarantine:** Points to the "Quarantine" tab in the message list.
- Filter icons:** Points to the filter icons (gift, virus, etc.) in the message list.
- Delete selected junk email out of quarantine:** Points to the [Remove](#) button in the message list.
- Move selected email out of quarantine and into your inbox:** Points to the [Deliver](#) button in the message list.

The main content area shows a "Suspicious Junk Email" warning and a list of messages:

We've quarantined these junk email messages before they reached your inbox. Remove unwanted messages and deliver the ones that you do want.

[Remove](#) Messages [Deliver](#) To Your Inbox Message 1 - 4 of 4

<input type="checkbox"/>	Sender	Subject	Filter	Date
<input type="checkbox"/>	dealsforyouzzz@hotmail.com	STIMULANT FREE DAILY WEIGHTLOSS !!		04-16-2003
<input type="checkbox"/>	cyberchristine2@hotmail.com	Repair of cells and metabolic functions n		04-15-2003
<input type="checkbox"/>	cyberchristine2@hotmail.com	I want to meet you tonight qjemhcewbvjbo		04-15-2003
<input type="checkbox"/>	cyberchristine2@hotmail.com	Hurry, take advantage of the super low mor...		04-15-2003

[Select All](#) [Unselect All](#)

[Remove](#) Messages [Deliver](#) To Your Inbox

## The Quarantine Area

If you would like to view the contents of a message in the quarantine list (for example, if you are uncertain if an item is junk), click on the subject link, and the message content will appear.

### Filter Icons



This message is general bulk email.



This message contains sexually explicit content.



This message contains "Get Rich Quick" and other financially related offers.



This message contains special offers and advertisements.



This message contains racially insensitive material.

## Remove or Deliver Email Messages

### Remove Junk Email

To remove or deliver messages, check the messages and click the appropriate button (Remove or Deliver).

We've quarantined these junk email messages before they reached your inbox. Remove unwanted messages and deliver the ones that you do want.

Messages  To Your Inbox Message 1 - 3 of 3

[Remove All Messages](#)

<input type="checkbox"/>	<u>Sender</u>	<u>Subject</u>	<u>Filter</u>	<u>Date</u> ▼
<input checked="" type="checkbox"/>	sally657@hotmail.com	<a href="#">Fwd: about monday...</a>		04-16-2003

When delivering a message to your inbox, you will be prompted to add the sender to your Approved Sender List. Adding the sender will allow them to always bypass the Junk Email filters. It is highly recommended that you add your friends, family, colleagues, and associates in order to improve the accuracy of your filters.

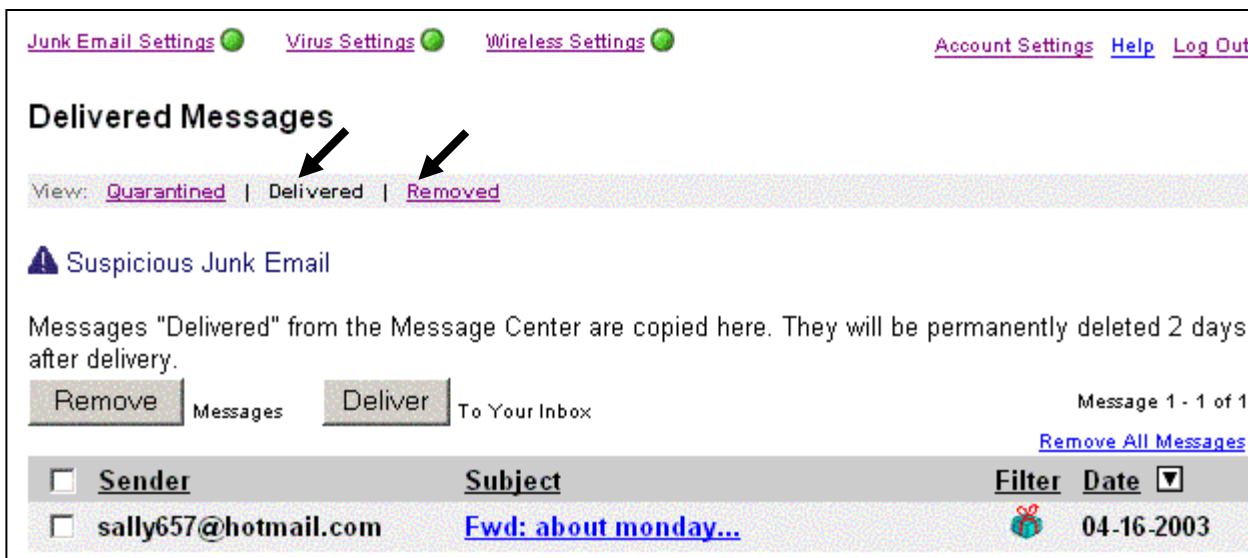
### Email Delivered

The following messages have been delivered to your inbox. Selecting the "Approve" check box allows messages from the selected address to bypass the junk email filter.

<input type="checkbox"/>	<u>Address</u>	<u>Subject</u>
<input checked="" type="checkbox"/>	sally657@hotmail.com ▼	Fwd: about monday...

## Delivered and Removed Folders

When you deliver email from the Message Center, it is forwarded to your inbox. A copy is also placed in the Delivered Folder. Messages are permanently deleted from the Delivered Folder on a periodic basis. To view the contents of the folder, click the Delivered link.



The screenshot shows the 'Delivered Messages' folder. At the top, there are links for 'Junk Email Settings', 'Virus Settings', and 'Wireless Settings', along with 'Account Settings', 'Help', and 'Log Out'. Below the folder title, there is a navigation bar with 'View: Quarantined | Delivered | Removed'. Two arrows point to the 'Delivered' and 'Removed' links. A warning icon and the text 'Suspicious Junk Email' are visible. A message is listed with the subject 'Fwd: about monday...'. Below the message list, there are buttons for 'Remove Messages' and 'Deliver To Your Inbox', and a link for 'Remove All Messages'.

[Junk Email Settings](#) [Virus Settings](#) [Wireless Settings](#) [Account Settings](#) [Help](#) [Log Out](#)

### Delivered Messages

View: [Quarantined](#) | [Delivered](#) | [Removed](#)

Suspicious Junk Email

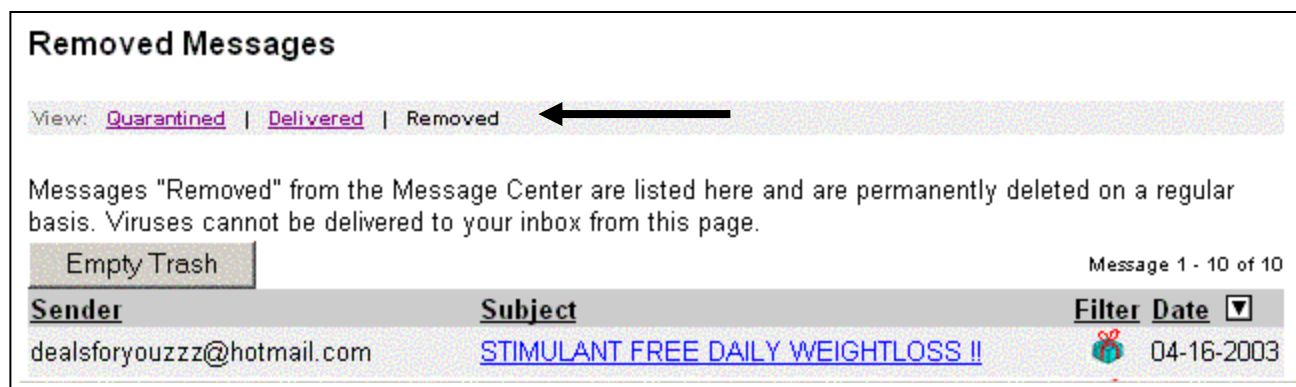
Messages "Delivered" from the Message Center are copied here. They will be permanently deleted 2 days after delivery.

Messages  To Your Inbox Message 1 - 1 of 1

[Remove All Messages](#)

<input type="checkbox"/>	<u>Sender</u>	<u>Subject</u>	<u>Filter</u>	<u>Date</u> ▼
<input type="checkbox"/>	sally657@hotmail.com	<a href="#">Fwd: about monday...</a>		04-16-2003

Once a junk email message has been deleted from the Message Center it is placed in the Removed Folder. Messages will be permanently deleted from the Removed Folder by the system on a periodic basis. By clicking "Empty Trash", all messages in the Removed Folder will be permanently deleted with no method of recovering them.



The screenshot shows the 'Removed Messages' folder. At the top, there is a navigation bar with 'View: Quarantined | Delivered | Removed'. An arrow points to the 'Removed' link. Below the folder title, there is a message with the subject 'STIMULANT FREE DAILY WEIGHTLOSS !!'. Below the message list, there is a button for 'Empty Trash' and a link for 'Remove All Messages'.

### Removed Messages

View: [Quarantined](#) | [Delivered](#) | [Removed](#)

Messages "Removed" from the Message Center are listed here and are permanently deleted on a regular basis. Viruses cannot be delivered to your inbox from this page.

Message 1 - 10 of 10

<input type="checkbox"/>	<u>Sender</u>	<u>Subject</u>	<u>Filter</u>	<u>Date</u> ▼
<input type="checkbox"/>	dealsforyouzzz@hotmail.com	<a href="#">STIMULANT FREE DAILY WEIGHTLOSS !!</a>		04-16-2003

## Configuration

### Junk Email Filters

Each message is scored by its probability for being junk email. Postini will compare the spam score of the message with your personal tolerance levels for that specific category of junk email (screenshot follows). Messages exceeding your tolerance will be quarantined to your Message Center.

The filters can be tailored to match your personal preferences. For example, you may wish to receive special offers, so you would set that filter to a lenient setting, but you may not wish to receive any get rich quick offers, so you would set that filter to a more aggressive setting.

### Junk Email Blocking






The junk email filter protects your email inbox from unwanted messages. Suspicious spam will be quarantined in your Message Center. Adjust the settings to personalize your level of protection.

ON  OFF

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### Spam Filters

Select the specific categories of junk email that you want to block from your inbox.

	Lenient		Aggressive		
 Bulk Email	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Master filter setting to block most unsolicited email
 Sexually Explicit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Adjust overall protection against sexually-oriented messages
 Get Rich Quick	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Adjust overall protection against money-making offers
 Special Offers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Adjust overall protection against too-good-to-be-true offers
 Racially Insensitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Adjust overall protection against hate-oriented topics

#### What do the filter levels mean?

As you increase the spam filter levels, you increase the amount of junk email that is caught and the effectiveness of the system. You also have a greater chance of legitimate email being quarantined (called a “false quarantine”) during the initial ‘breaking in period’. Setting filters is a trade-off – a more aggressive setting means more junk email will be quarantined, however, it also increases the odds of a false quarantine occurring.

#### Sender Lists

The Approved Sender List allows you to designate individuals or domains that will always bypass the filters and will automatically be delivered to your inbox. We recommend that you add friends, family, and associates to the Approved Sender list. This is the best method for preventing legitimate messages from being falsely quarantined.

The Blocked Senders List allows you to designate addresses that will always be blocked regardless of content. We do not recommend using the Blocked Sender list to block regular spammers. Spammers continually change and spoof their address and domain, making this approach useless. The Blocked Sender list is to help block newsletters that are difficult to unsubscribe from or bothersome senders.

**Sender Lists**      Approved Addresses will allow senders to bypass the junk email filters. Blocked Addresses will keep messages from reaching your inbox.

Are you trying to approve an email mailing list or newsgroup?

**Approved Senders**

To approve email from an entire domain, enter addresses in the form "domain.com".

client.com  
customer.com  
domain.com  
my-company.com  
my-family.org  
postini.com

To remove approved addresses, highlight and click "Delete from List".

**Blocked Senders**

To block email from an entire domain, enter addresses in the form "domain.com". If a message has been quarantined, there is no need to add the spammers address or domain.

spammer@spam.com

To remove blocked addresses, highlight and click "Delete from List".


Adding spammers to this list can be ineffective - spammers continually change their address. [more...](#)

## Virus Settings

If a virus is detected, your message will be safely detained in the Message Center. You can safely view the virus-infected message from within the Message Center without fear of transmitting the virus to your operating system or installed software. Virus Scanning cannot be turned off.

**Message Center**

[Junk Email Settings](#)     [Virus Settings](#)



[Account Settings](#)   [Help](#)   [Log Out](#)

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**Message Center**    View: [Quarantined](#) | [Delivered](#) | [Removed](#)

**⚠ Virus Alert**  
These virus-infected messages have been quarantined BEFORE they reached your email inbox.

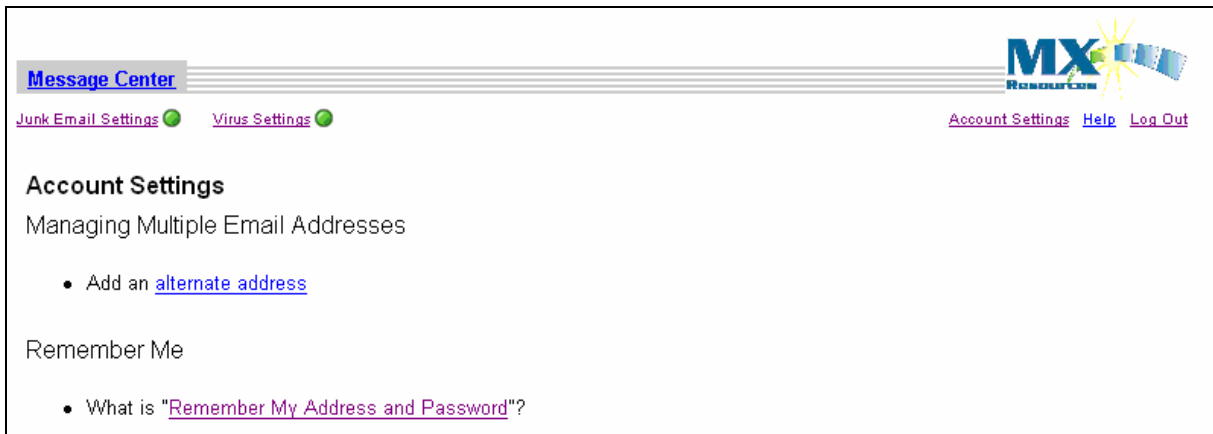
Messages Message 1 - 2 of 2

Sender	Subject	Date
<input type="checkbox"/> support@symantec.com	<a href="#">Re: Submit a Virus Sample</a>	12-17-2004
<input type="checkbox"/> capece@smmc.ca.gov	<a href="#">Notice again</a>	12-16-2004

*Virus definitions are regularly and automatically updated - protecting you from the latest email viruses.*

## Account Settings

Clicking the Account Settings link takes you the Account Settings page.



The screenshot shows the MX Resources website interface. At the top left, there is a navigation bar with a blue box containing the text "Message Center". Below this, there are links for "Junk Email Settings" and "Virus Settings", each followed by a green circular icon. On the right side of the top bar, there is the MX Resources logo and links for "Account Settings", "Help", and "Log Out". The main content area is titled "Account Settings" and "Managing Multiple Email Addresses". It contains a bulleted list with one item: "Add an [alternate address](#)". Below this, there is a section titled "Remember Me" with a bulleted list containing one item: "What is [\"Remember My Address and Password\"](#)?"

From this page you can:

1. **Manage multiple email addresses.** Do you have several email accounts and addresses? You can map these alternate addresses to your Message Center. If you do not map these addresses to your Message Center, you still may receive spam. Adding alternate addresses will send a confirmation email to confirm you are the legitimate owner of the address. You may submit as many alternate addresses as you own.
2. **Enable “Remember Me”.** This link displays information that explains the “Remember my Address and Password” feature.

## Frequently Asked Questions

- 1. How do I know when I have messages in quarantine?**

You should log in to your Message Center periodically to review your quarantined messages, deliver any legitimate messages and remove junk messages. You will receive an email notification on a regular basis in your primary email inbox if any messages have been quarantined.
- 2. What if I don't want my email to be filtered?**

Set Junk Email Blocking to off in the Junk Email Settings page, or contact your email administrator.
- 3. Can someone else read my email?**

Postini's patent-pending email processing technology allows messages to be processed in real-time as the packets flow through the Postini servers, and so legitimate messages are not written to disk. This ensures that Postini does not expose your data to hackers or potential loss of data. Postini's filters process all email without human contact with mail flow or individual messages.
- 4. Why do I need to enable cookies when logging into my Message Center?**

Cookies are only used to identify and validate users. The persistent cookie contains the email address of the user who last logged in to Postini. This cookie is only used when logging in. All other cookies expire within 40 minutes or when the browser is exited. When the "Remember my Address and Password" checkbox is checked, then the cookie will not expire for the Message Center until the "Logout" link is clicked.
- 5. What happens to messages I have delivered from the Message Center?**

They are delivered directly to your inbox and a copy is placed in the Delivered folder.
- 6. What happens to email I delete from quarantine?**

When messages are removed, they will be completely purged from the Removed items folder approximately 2 days after removal. If you would like the purge to be immediate, click on the "Empty Trash" button from the Removed folder. Unless specifically removed, messages will be quarantined for 14 days.
- 7. Why can't I log in? What if I have trouble getting in to my Message Center?**

If you enter an incorrect password on the log in screen, the system will provide you with an additional opportunity to enter your username and password. Ensure you are using the same password as you use to log into your own Inbox.

In some cases, MX Resources may maintain passwords for your Message Center that are separate and different than your email password. If this is the case, your Welcome Message will indicate this and provide you with your initial password.

If the problem persists, contact your email administrator directly for assistance or email [support@mxresources.com](mailto:support@mxresources.com).
- 8. What if I have two or more separate email addresses?**

You should map all your email accounts to the same Message Center to ensure spam does not get through. See the Account Settings section of the Configuration chapter.
- 9. Can I import my contacts or address book to the Approved Senders list?**

No, contacts and addresses can only be added manually. If your list of approved senders is extensive, we suggest adding domains to your list (e.g. [yourcompany.com](http://yourcompany.com)) where practical, in order to make the best use of the limit for the Approved Sender list.
- 10. What if messages are quarantined that I want delivered to my email inbox (false quarantines)?**

Adjust your spam filters to a more lenient setting and add senders to your Approved Senders list.

**11. Will I receive notifications or reminders about my Message Center?**

Yes. After your account is activated, you will receive a welcome message, detailing how to log into your Message Center. Every seven days, you will receive a reminder that spam has been quarantined and that you should review these messages to ensure all valid email was delivered to your inbox.

**12. What if a lot of junk email is still getting through?**

The filters can block up to 95% of spam from reaching your inbox. Unwanted messages can still get through. Follow the suggestions below to maximize your filter effectiveness:

- **Increase your settings.** The more aggressive the filter setting, the fewer spam messages will reach your inbox. Please note that the more aggressive the setting, the more often you should visit the Message Center to confirm that legitimate messages are not quarantined. If they are, add those senders or domains to your Approved Sender list.
- **Review your Approved Senders List.** Do you have other email addresses which forward email to this account? If so, ensure these addresses are NOT on the Approved Senders List. Including an email address that forwards mail to your account on your approved sender's list can allow spam to get through the filters. This would happen because the forwarded email would appear to come from the account which forwarded it, not the spammer. If that account is on your Approved Senders list, those emails would not be filtered at all, thus letting spam through.
- **Forward your spam.** Participate in keeping the filters accurate by sending your unfiltered spam messages AS ATTACHMENTS in email to spam@postini.com. This does not guarantee that these messages will be filtered in the future, but will be used by engineers for filter tuning.

**13. How do I get technical support?**

Technical support can be obtained from several sources including your company's email administrator or via the web at <http://www.mxresources.com>. If you still have questions, email [support@mxresources.com](mailto:support@mxresources.com) or call (888) 556-7788.

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**Disclaimer**

The virus protection assistant is constantly kept up to date through worldwide virus tracking centers. As malicious viruses break out and mutate, updates to the virus recognition software with the latest virus definitions are made, allowing us to identify them and render them harmless. Although this service will protect you from virtually all incoming email-borne viruses, it is important to know that this service, and others like it, cannot guarantee that your system will never be infected. The best anti-virus solution is a layered approach that protects SMTP, HTTP, and desktop resources.