Introduction

Great Plains Communications eMail Guardian will filter all incoming email before it reaches the email server and if the system matches it to a known spam signature it will quarantine the message.
eMail guardian provides two methods for managing your quarantined mail. The first is through a Personal Dashboard this web portal is used for managing your email filtering account. It allows you to select your Spam Digest options, configure your mail filtering preference settings, manage your whitelist and blacklist, and run reports on quarantined messages.

The second method involves a "Daily Digest" email notice that you will receive on a regular basis. This digest will contain an interactive list of all the messages that have been quarantined since the last digest. From the digest you can view and release quarantined messages from your inbox.

This guide will explain in depth how to use both methods to manage your eMail Guardian account.

Alert: If you are using a browser older than internet explorer 7 or a dial-up internet connection you must use the Low Bandwidth Personal Dashboard. Instructions for the low bandwidth version can be found at:
http://www.gpcom.com/email-guardian-low-bandwidth-personal-dashboard-users-guide

**Contents**

Accessing Your Personal Dashboard

There are three ways to log into the Personal Dashboard:

- • Through the Low Bandwidth Log-in
- • Directly through the web page URL
- • Through your Daily Digest

Accessing Your Personal Dashboard with the Low Bandwidth Log-in

The low bandwidth login is intended for use with older internet browsers released prior to Internet Explorer 7 and slow internet connections such as dial up or smart phones. To access the Low Bandwidth log-in open your browser and enter the following URL:
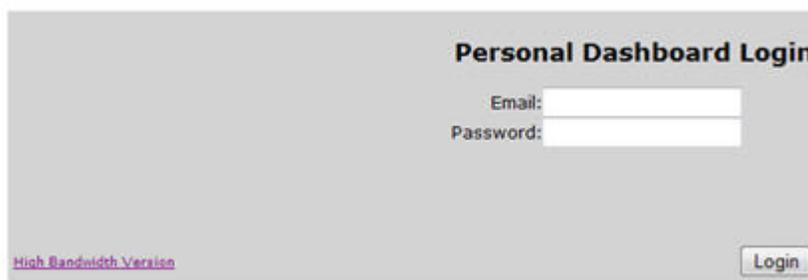
https://eg2.gpcom.com/console-light/

Type your full email address and email password to login. For detailed information about the low bandwidth Personnel

Dashboard please go to the following URL:

http://www.gpcom.com/email-guardian-low-bandwidth-personal-dashboard-users-guide

Accessing Your Personal Dashboard Directly with the URL

Open a web browser and in the address bar type http://emailguardian.gpcom.net you will see the following login box:
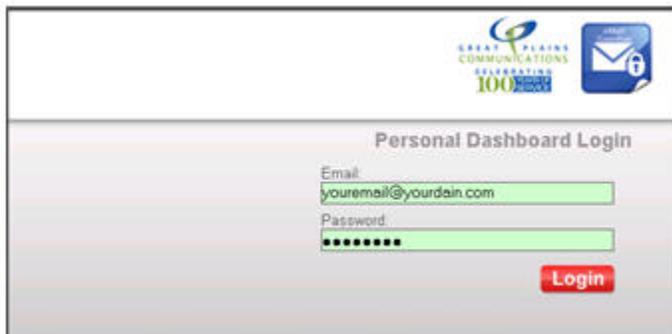
Type in your full email address and your email password and click Login.

Tip! Bookmark the Personal Dashboard page in your browser for easy access.

Accessing Your Personal Dashboard through the Daily Digest

If you receive the Daily Digest, you can access the Personal Dashboard directly from a link in the digest.

To access your Personal Dashboard through the Daily Digest

Click on the Personal Dashboard link in the upper right hand corner of the Daily Digest email. This will bring you directly to your Personal Dashboard without requiring a log in.

Personal Dashboard Tabs

The Personal Dashboard has four tabs:

- **Quarantine:** View, delete, and release filtered messages.

- **Settings:** Manage your Spam Digest settings, such as frequency, format, content, and sort order.

- **Policies:** Manage your filter settings.

- **Status:** Reports of your mailbox name, aliases, digest status, digest history, and monthly activity.
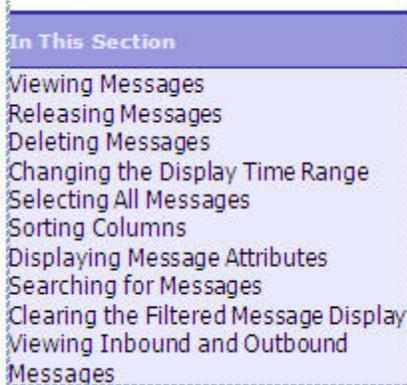
Quarantine Tab

Quarantined messages are the messages that the system has filtered out based on your filtering options. Quarantined messages are archived for 35 days online. After 35 days, quarantined messages are automatically deleted.

The Quarantine tab allows you to review, release, or delete messages that were caught and put in your quarantine.

Note that the number of messages displayed in the Quarantine tab depends upon the time period selected with the Time Range ![icon] icon. See Changing the Display Time Range for more information.

In This Section

- Viewing Messages

- Releasing Messages

- Deleting Messages

- Changing the Display Time Range

- Selecting All Messages

- Sorting Columns

- Displaying Message Attributes

- Searching for Messages

- Clearing the Filtered Message Display

- Viewing Inbound and Outbound Messages

Viewing Messages

You can view the contents of a quarantined message from the Personal Dashboard.

To view a quarantined message

1. Click on the Quarantine tab.

2. Select the message to view. The message contents display on the bottom of the screen.

The following screenshot highlights a selected message and the message contents in the Quarantine tab.
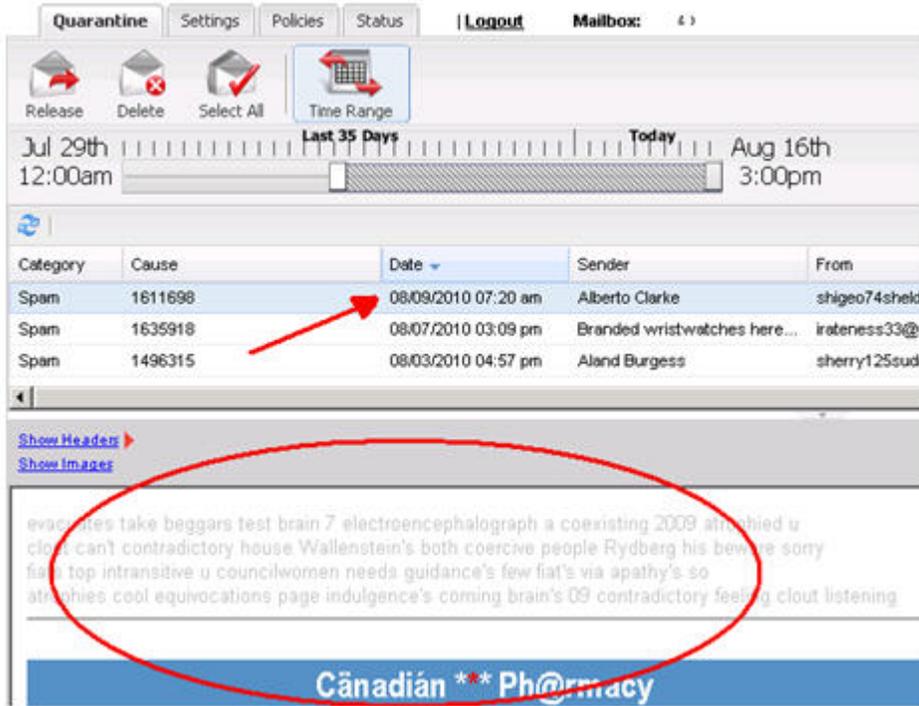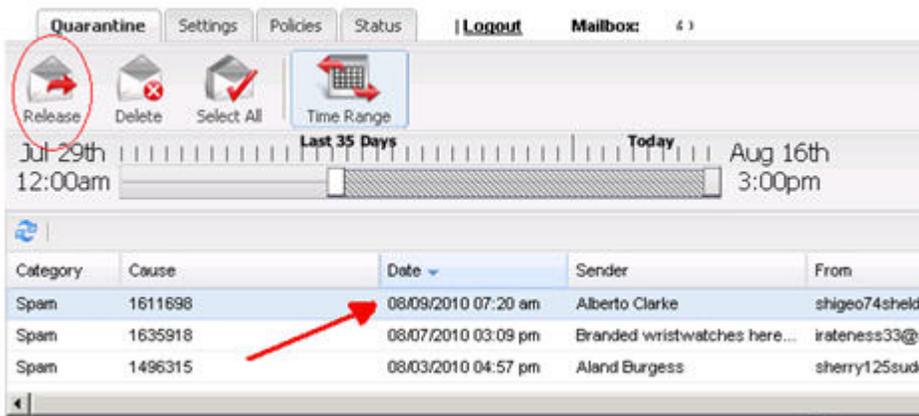
Releasing Messages

You can release one or more messages from the quarantine to be delivered to your email inbox.

To release a quarantined message

1. Click on the Quarantine tab.

2. Select one or more messages to release. To release more than one message:

3. Use Shift+Click to select adjacent messages.

4. Use Ctrl+Shift to select non-adjacent messages. 3. Click the Release icon. The messages are sent to your email inbox.

The following screenshot highlights a selected message and the Release icon in the Quarantine tab.

Deleting Messages

You do not need to delete messages from your quarantine. All messages are automatically deleted after 35 days. You can, however, manually delete messages from your quarantine if you like.

To delete a quarantined message

1. Click on the Quarantine tab.

2. Select one or more messages to delete. To delete more than one message:

o Use Shift+Click to select adjacent messages.

o Use Ctrl+Shift to select non-adjacent messages.

3. Click the Delete icon. The messages are deleted.

The following screenshot highlights a selected message and the Delete icon in the Quarantine tab.
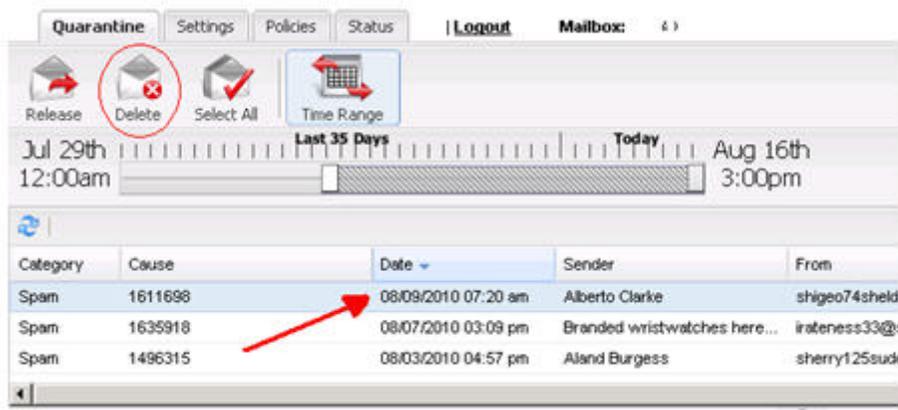
Changing the Display Time Range

By default, the Quarantine tab displays messages filtered during the last 24 hours. You can change the time range of displayed quarantined messages to start and end at any time beginning from the current time going backwards through the last 35 days.

The following screenshot highlights the Time Range icon in the Quarantine tab:

To change the time range

1. Click on the Quarantine tab.
2. Click the Time Range icon. The time range selector displays.
3. Click and drag the left slider to the left to move the start time to an earlier date or time.

   The screenshots below show the left slider in the default position, and after it has been adjusted to display the past 31 days of filtered messages:

   Optional: Drag the right slider to the left to move the end time backwards in time. The quarantine display adjusts to show messages from the newly selected time range.
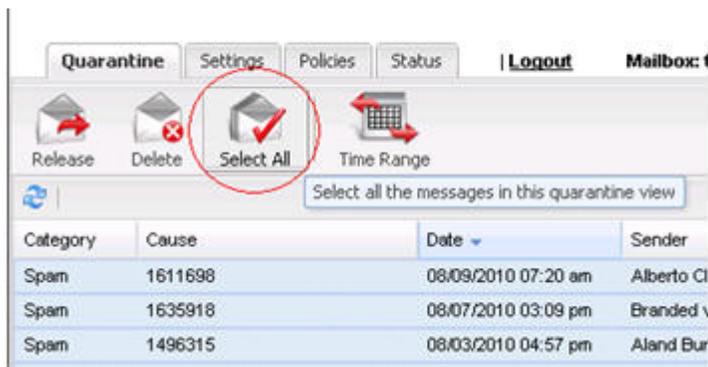
Selecting All Messages

You can select all messages displayed in the Quarantine screen in one step.

To select all quarantined messages

1. Click on the Quarantine tab.
2. Click the Select All icon. All messages are selected.

   The following screenshot highlights the Select All icon in the Quarantine tab.


Sorting Columns

You can sort the messages in the quarantine by any of the columns, either in ascending or descending order.

To sort quarantined messages

1. Click on the Quarantine tab.
2. Click the column heading to sort by that column in ascending order. Click a second time to sort by that column in descending order.

The following screenshot highlights the Date column heading in the Quarantine tab.
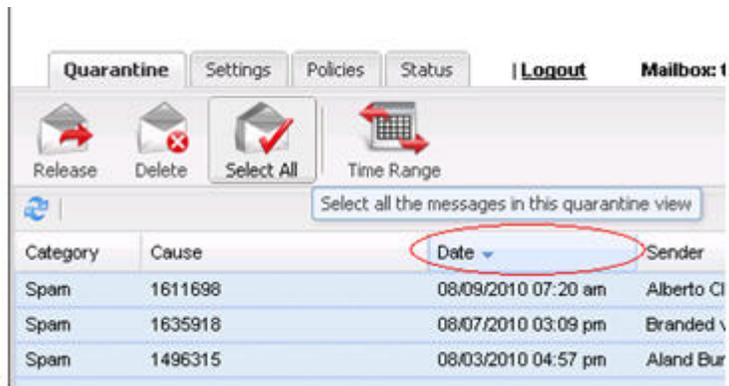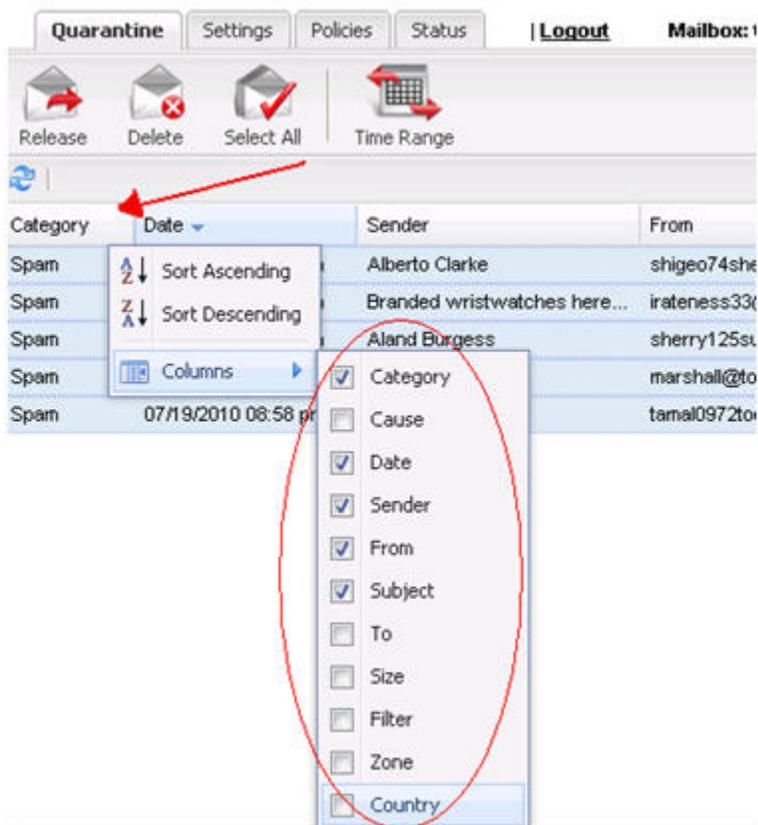

Displaying Message Attributes

All email messages have a number of attributes. By default, quarantined messages in the Personal Dashboard display the type of spam message, date sent, the "From" field of the message, and the message subject. You can remove any of the default attributes from the quarantine message display. You can also add other attributes to the display.

To change display of quarantined message attributes

1. Click on the **Quarantine** tab.
2. Click the downward shaped triangle on the right of a column heading.
3. Click **Columns**.
4. Select or clear the attribute check boxes as needed. The selected attribute columns display.

The following screenshot highlights the Category column and the column selection options in the Quarantine tab.

Searching for Messages

You can search the quarantine to locate individual messages. Use the search tool to locate email addresses, names, or any other text string.

The search tool searches all the attribute fields displayed in the Quarantine tab for the defined time range. This is a very handy way to search for mail you think may have been mistakenly filtered. Note that the search does not include attribute fields that are not displayed in the quarantine.

For instance, you can check to see if a message from your Aunt Agnes is in the quarantine. Or search for a specific term that may commonly trigger the message to be filter.

To search the quarantine for messages

1. Click on the Quarantine tab.

2. In the search box, enter the term to search for.

3. Press Enter from your keyboard. All messages that contain the search term display in the quarantine. All messages that do NOT contain that term are temporarily hidden from view.

   The following screenshot highlights the search box in the Quarantine tab.
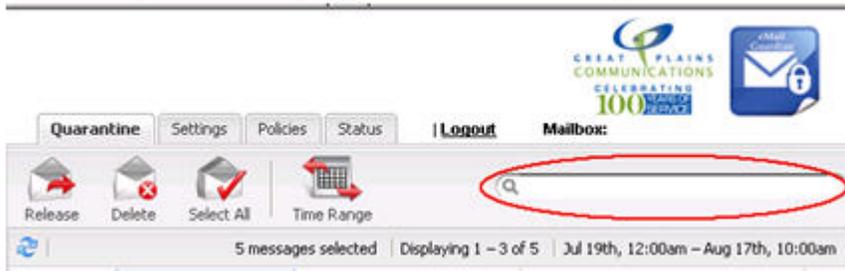
Settings Tab

The Spam Digest is an emailed version of a quarantine report that allows users to review and release any spam that is blocked from their email inbox. The Settings tab configures the Spam Digest properties.

Configuring Digest Settings

Depending upon the settings applied by your email administrator, you may or may not be able to adjust your digest settings in this tab.

To configure digest settings

1. Click on the Settings tab.
2. Click a radio button to select a delivery frequency. Options are Never, Daily, Weekly, or Monthly.
3. From the drop-down list, select a report format. Options are HTML or Plain Text.
4. From the drop-down list, select the report contents. Options are:

- Summary: Displays the counts of each type of message.

- Green Zone: Displays only mail from the green zone (junk).

- Yellow and Green Zones: Displays mail from the yellow zone (blank, forged, foreign, attachments) plus mail from the Green Zone (junk).

- Red, Yellow & Green Zones: Displays all mail from the quarantine.
5. From the drop-down list, select the message sort order. Options are Date & Time, Size, Sender, and Subject.
6. Optional: Select the Ascending check box to sort the messages in ascending order.
7. From the Time Zone Setting area, click the section of the map to select your time zone.

The screenshot below shows the contents of the Settings tab:

Policies Tab

The Policies tab allows you to configure how different types of messages are processed.

> **Note:** The filter settings configured by your email administrator are tagged with the Administrator Settings icon. These settings cannot be removed but they can be modified if permitted.
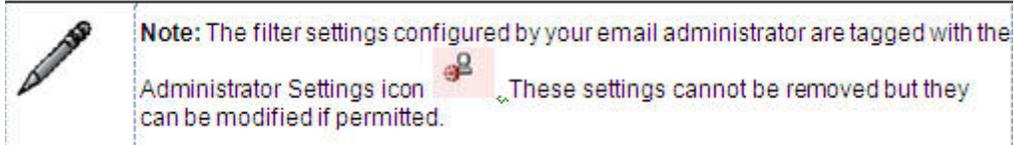
In This Section

- Configuring Message Filtering
- Configuring Subject Tags
- Selecting Foreign Language Options

- Selecting Attachment Options

- Filtering by Sender

- Viewing the Administrative Friends and Enemies List

Configuring Message Filtering

Depending upon the settings applied by your email administrator, you may or may not be able to configure your email filtering options. Valid filtering options are:

- **Allow:** Allows the message to pass through the filter and delivers the message to your email inbox.

- **Markup:** Adds a subject tag to the Subject line of the email message. Subject tags are short bits of text (up to twenty characters) prepended to the subject line of an email message to alert you that a message has been flagged as suspicious. See Configuring Subject Tags for more information.

- **Quarantine:** Quarantines the message.

- **Block:** Deletes the message. Blocked messages are not recoverable from the quarantine list.

Note: The filter settings configured by your email administrator are tagged with the Administrator Settings icon . These settings cannot be removed but they can be modified if permitted.

To modify your filtering options

1. Click on the Policies tab.

2. From the drop-down list next to each message type, select the filtering option.

The screenshot below shows a portion of the Policies tab.

Configuring Subject Tags

Subject tags are short bits of text (up to twenty characters) prepended to the subject line of an email message to alert you that a message has been flagged as suspicious. For example, you can configure the mail from invalid senders (the Forged: field) to say "Fake:" to alert you that the message is not from the sender it claims to be from. So, the tagged message in your mailbox might read "Fake: Your New Maces Gift Card!"

> **Note:** We recommend ending the subject tag with a colon. When most mail programs sort on the subject line they ignore the text before a colon and sort on the content of the subject line.

To configure a subject tag

1. Click on the Policies tab.

2. Depending upon the message type, do one of the following:

o   For all message types other than Foreign and Attachments, from the drop-down list next to the message type to markup, select Markup.

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- o For Foreign and Attachments, right-click the type to markup and select Markup. A new text entry box appears on the right of the drop-down list. This text box may have a default subject tag.

3. Optional: Clear the default subject tag and type your text entry into the box. The following screenshot highlights blank messages marked up with the subject tag BLANK: and Forged messages marked up with the subject tag of Forged?

Selecting Foreign Language Options

Depending upon the settings applied by your email administrator, you may have the option to block email that contains foreign characters. A large volume of spam is transmitted using Russian, Cyrillic, Chinese, Korean, and Japanese non-English character sets. If you normally receive email in these languages, configure your settings so that these messages pass through the filters.

> **Note:** This option does not filter mail using the English character set in a different language such as Spanish or French.

By default, the system allows mail with non-English language character sets but adds a subject tag of FOREIGN: before the mail subject line. Foreign language filtering options can be applied individually on a per-language basis.

You can filter messages with foreign language content with the same options described in Configuring Message Filtering. Additionally, you can remove a language from special treatment by deleting the language. Deleting the language means that Red Condor processes the message as it would with any other message, without any special rules.

> **Note:** You will not be able to delete a language if your email administrator has blocked that option. If so, a pop-up window alerts you that the filtering option has been reset to the administrator default.

You can later add a language that has previously been deleted.

To modify foreign language filtering options

1. Click on the Policies tab.

2. In the Foreign section, click a language to select it.

3. Right-click the language and select a filtering option.

The screenshot below highlights a user selecting the Set as Quarantine option.

To delete a foreign language

1. Click on the Policies tab.

2. In the Foreign section, right-click a language to delete.

3. Click Delete. A confirmation message opens.

4. Click OK.

   The screenshot below highlights the Delete option in the Foreign section of the Policies tab.
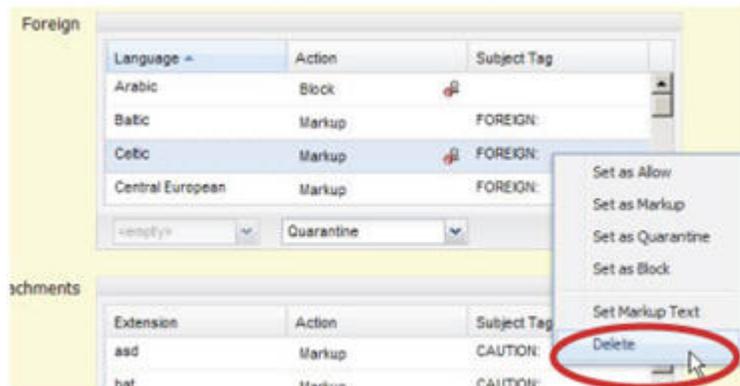
To add a deleted language

1. Click on the Policies tab.

2. In bottom left of the Foreign section, select a deleted language.

3. Select the filtering option from the drop-down list. Options are Allow, Markup, Quarantine, and Block.

4. For a marked up attachment, enter a subject tag to prepend to the subject line. See Configuring Subject Tagsfor information about subject tags.

5. Click + (the plus sign) button to add the language.

   The screenshot below highlights a language to add, and the + button.
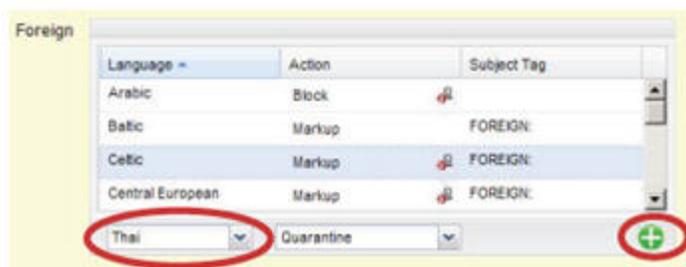

Selecting Attachment Options

You can filter messages with attachments with the same options described in Configuring Message Filtering. Additionally, you can add a new attachment type to filter.

To add an attachment type

1. Click on the Policies tab.

2. In the Attachments section, enter the file extension of the attachment to filter.

3. Select the filtering option from the drop-down list. Options are Allow, Markup, Quarantine, and Block.

4. For a marked up attachment, enter a subject tag to prepend to the subject line. See Configuring Subject Tagsfor information about subject tags.

5. Click + (the plus sign) button to add the attachment type.

The screen below highlights a user adding an attachment called newextension with the Markup option, and the subject tag of Beware:
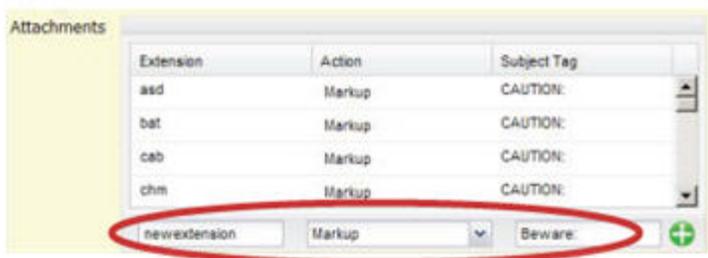
Filtering by Sender

The filtering system has Friends (whitelist) and Enemies (blacklist) options available for your use to filter by email address, domain name, or IP address.

- Friends: Mail from these addresses and domains will not be filtered for spam.

- Enemies: Mail from these addresses and domains will be quarantined.
  Whitelist and blacklist entries are not required to ensure that you do not receive spam. If there is a conflict between your whitelist entry and a blacklist entry for the entire domain set by your email administrator, then the domain-level setting takes precedence.

We do not recommend using whitelists and blacklists to manage email accounts because spammers have adopted techniques to send email from addresses within your own domain (including your own email address). Whitelists, in this case, would override the spam filter rule and result in the spam and viruses being delivered to you even though the system had identified it as spam. Similar unintended consequences can result from the use of blacklists.

To add to the Friends list (whitelist)
1. Click on the Policies tab.
2. In the text box in the Friends area, enter the email address, domain name, or IP address to add to the Friends list.
3. Click + (the plus sign) button to add it to the Friends list.

To add to the Enemies list (blacklist)
1. Click on the Policies tab.
2. In the text box in the Enemies area, enter the email address, domain name, or IP address to add to the Enemies list.
3. Click + (the plus sign) button to add it to the Enemies list.

To remove an entry from the Friends list (whitelist)
1. Click on the Policies tab.
2. In the Friends area, select the email address, domain name, or IP address to remove from the Friends list.
3. Click - (the minus sign) button to add it to the Friends list.

To remove an entry from the Enemies list (blacklist)
1. Click on the Policies tab.
2. In the Friends area, select the email address, domain name, or IP address to remove from the Enemies list.
3. Click - (the minus sign) button to add it to the Enemies list.

The following screenshot shows a Friends list with one entry and an empty Enemies list:
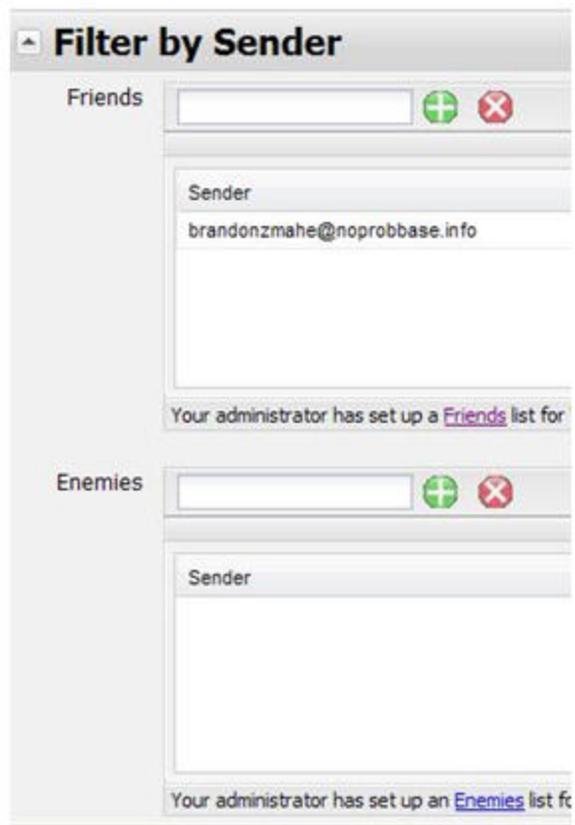
Viewing the Administrative Friends and Enemies List

Your email administrator may or may not have set up a Friends (whitelist) or Enemies (blacklist) list for all users. You can view this list, but cannot make any changes to it. If you feel that something is whitelisted or blacklisted by mistake, contact your email administrator.

To view an administrative Friends list (whitelist)

1. Click on the Policies tab.

2. In the Filter by Sender section, beneath the Friends list, click the Friends link. The list appears in a pop-up window.

To view an administrative Enemies list (blacklist)

1. Click on the Policies tab.

2. In the Filter by Sender section, beneath the Enemies list, click the Enemies link. The list appears in a pop-up window.

The following screenshot highlights the Friends and Enemies links in the Filter by Sender section:
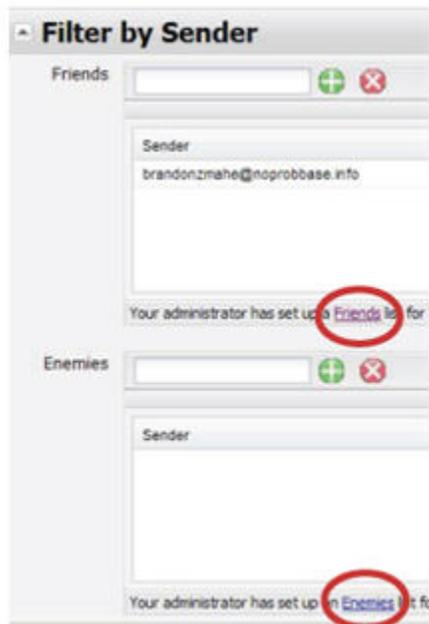
Status Tab

The Status tab is a read-only page that lets you:

- Review your primary email address and aliases

- See the last time your digest was sent

- View the number of messages quarantined since the start of email filtering, in text and graphical format

Viewing the Account Status

To view account status

1. Click on the **Status** tab.

   The screenshot below shows the Mailbox, Alias, Digest, and History sections of the Status tab. It shows the mailbox name (blurred out) with no aliases. The most recent digest was sent November 23, 2008, it contained 428 quarantined messages. It also shows the number of each type of message since the account was activated in April of 2008:

Mailbox

- [redacted]

Aliases

- No aliases

Digest

Last Digest:	11/23/2008
Quarantined:	428

History Since April 2008

Blocked:	622
Quarantined:	53,971
Markup:	454
Delivered:	1,003

The following screenshot shows the number of each type of message since the account was activated in April of 2008 in color-coded graphical format:
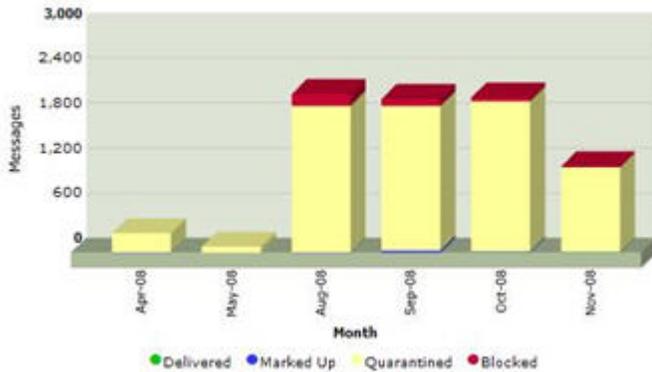
Managing Quarantine from the Daily Digest

This section will cover the use of the Daily Digest email to view and release your quarantined messages.

In this section

- Viewing a Quarantined Message

- Releasing a Quarantined Message

Viewing a Quarantined Message

1. Find the email in your inbox with the subject of Daily Digest and double click to open the email.

2. Click the view link next to the email that you would like to view the message will pop up in a separate window.

Releasing a Quarantined Message

1. Find the message you want to release in the Daily Digest email and follow the steps in Viewing a Quarantined Message to bring up the Preview Message window.

2. In the bottom right hand corner of the Preview Message window click the Release button if the message is from a sender that you want to add to your friends list so it does not get blocked in the future place a check in the appropriate box before clicking Release.

The picture below shows the Preview Message screen with the Add to friends list and Release buttons Highlighted.