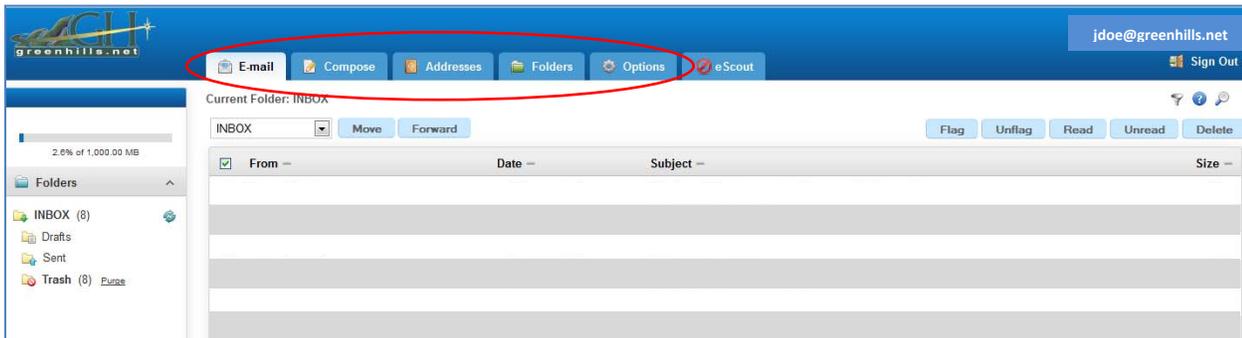


Web Mail and e-Scout Instructions

To log into e-Scout: visit <https://e-scout.greenhills.net/login.php>, type in your username (full e-mail address) & password, and click login.



E-Mail

This is the first page you will see when logging into web-mail/e-Scout. These are the e-mails that have been approved by e-scout and have been delivered to your in-box.

Compose

This is where you will create e-mails to be sent to others.

Addresses

This is where you will add e-mail addresses to your address book, so you can keep them on file for later use.

Options

This is where you will manage various options pertaining to your web-mail settings.



e-Scout

Delivered Mail

This tab displays the e-mails that have gone through the spam filter and been delivered to your inbox. If any of these e-mails are spam and you would like for them to be blocked then click the "spam" button to the right of the e-mail. Once you have determined if each e-mail is spam or non-spam, then click confirm at the bottom of the screen.

Spam, Suspicious Attachments, & Viruses Headings

This is where you will view the spam e-mails that have been quarantined in your e-mail account. If the e-mail is truly spam, then click the “spam” button to the right of the e-mail. If the e-mail is not spam and you would like for it to be delivered, then click the “non-spam” button to the right of the e-mail. Once you have determined if each e-mail is spam or non-spam, click the confirm button at the bottom of the page. The program will now remember your choice and save it to memory. This process can be repeated for the “suspicious attachments and viruses” tabs, as well.

If you are not sure about the e-mail, then you can open the e-mail safely in this screen by clicking on the e-mail. After reviewing the e-mail, you can make your choice of spam or not spam.

Note: when you "confirm spam", you're not just deleting the mail, you're effectively helping to prevent others from receiving that spam in the future. The confirmed spam items are studied by e-Scout's learning engines, and then passed along to other spam-filtering networks on the Internet. Similarly, when you use the “not-spam” option to rescue an item from your spam quarantine, you're helping the learning engine recognize what legitimate mail looks like, so that it's less likely to make the same mistake in the future.

You'll want to check your quarantine area regularly to make sure you haven't missed any important mail, and of course to clear out the items that have accumulated since the last time you checked in. **Items that go unconfirmed for 7 days are automatically deleted, and cannot be submitted to the learning engines**, so please try to keep your quarantine area up-to-date.

NOTE: Only items chosen as “not spam” from the Spam Section will be added to the ‘White List’



Whitelist and Blacklist

Your **whitelist** lets you specify that mail coming from specific senders (or entire domains) should not be spam-checked, and should be delivered to you regardless of its content. It's a way of making sure that you don't inadvertently block mail from people you know and trust.

Your **blacklist** is effectively the opposite of your whitelist--it lets you specify that mail coming from specific senders (or entire domains) should *never* be delivered to you, under *any* circumstances. Senders on this list will be blocked, regardless of the content of their mail.

Initially, your whitelist and blacklist are both empty. To add an address to either list, go to your “**white/black list**” tab and enter the address (either in "user@domain" form for a specific sender, or "@domain" or "domain" for an entire domain), select the list (Whitelist or Blacklist) and click the **Add to List** button. When you reload your Whitelist and Blacklist page you should see the new entry in the table. Once you've got an address in your whitelist or blacklist, you can move it from one to the other, or remove it completely just by making the appropriate selection in the table, and clicking the **Update** button at the bottom of the table. The changes will appear the next time you reload the Whitelist and Blacklist page.

Important: Don't add your own e-mail address (*you@yourdomain*) or your entire domain (*@yourdomain*) to your whitelist. Spammers often supply fake addresses in the mail they send, claiming to be the recipient--*you!* If your address (or your entire domain) is in the whitelist, this mail will not get spam-checked, and will be delivered to you as if it were from a whitelisted sender.

Settings

You can adjust the level of protection on this tab. If several of your non-spam e-mails are being quarantined, then you might want to lower the level.

Current SPAM Protection

Choose one of the below settings to increase or decrease the aggressiveness of your e-Scout quarantine. High settings are perfectly safe. You may occasionally encounter a legitimate message quarantined by mistake. Simply rescue the quarantined message to tell e-Scout that mail from this sender is legitimate; e-Scout will deliver the message and remember your choice when scanning future messages.

Off

Low (Blocks the least SPAM)

Medium (Balanced)

High (Blocks the most SPAM)

122649 SPAM items blocked for You	5 Viruses blocked for You
13584349 Spam items blocked systemwide	19509 Viruses blocked systemwide

[CHANGE LEVEL](#)

Advanced

e-Scout allows you to maintain different mail filter settings for each e-mail address you have access to at this site.

E-mail Addresses

Primary Address:

Miscellaneous Settings

Send quarantine reminder e-mail? Yes No

Add senders of rescued mail to your whitelist? Yes No

Mail items to be displayed on each page?

Email Digest interval?

[UPDATE ADVANCED SETTINGS](#)

E-mail Addresses

Your Primary Address is the first e-mail address associated with your e-Scout login. Any mail that e-Scout sends you will be sent to this address, except for items rescued from your quarantine (which will be delivered to you at the original destination address).

Miscellaneous Settings

Send quarantine reminder e-mail? Tells e-Scout to send you an e-mail once a week whenever you have *1 or more items* in your quarantine area that need to be dealt with, or items *totaling more than 1 bytes*. If you neglect your quarantine, of course, the contents will ultimately be deleted after *7 days*.

Add senders of rescued mail to your white list? Tells e-Scout to automatically add a sender's e-mail address to your white list when you rescue one of the e-mails from your spam quarantine area. This is a convenient way to make sure that sender's mail will never be blocked again.

Email Digest interval? Tells e-Scout to send an email to you with a list of all quarantine activities.

Your provider has selected your default settings. You can modify these settings, but it is not mandatory. If you would like to change them, you will need to click on your email address in the “e-mail addresses” section shown above.

Address: jdoe@greenhills.net

Virus Scanning Enabled	
Detected viruses should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded
Spam Filtering <input checked="" type="radio"/> Enabled <input type="radio"/> Disabled	
Detected spam should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded
Add a prefix to the subjects of spam?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Add X-Spam: Headers when Score is >=	<input type="text" value="-999,000"/>
Consider mail 'Spam' when Score is >=	<input type="text" value="2,000"/>
Quarantine Spam when Score is >=	<input type="text" value="2,000"/>
Attachment Type Filtering <input checked="" type="radio"/> Enabled <input type="radio"/> Disabled	
Mail with dangerous attachments should be...	<input type="radio"/> Labeled <input checked="" type="radio"/> Quarantined <input type="radio"/> Discarded
Bad Header Filtering <input type="radio"/> Enabled <input checked="" type="radio"/> Disabled	
Mail with bad headers should be...	<input checked="" type="radio"/> Labeled <input type="radio"/> Quarantined <input type="radio"/> Discarded

[UPDATE SETTINGS](#)

Virus Scanning enables the mail server to inspect every e-mail you receive to make sure it does not contain any harmful viruses, worms, trojans, or dangerous macros.

Detected viruses should be... lets you specify whether virus-infected files should be quarantined, or whether they should be explicitly labeled with special headers as viruses and delivered to you anyway. If you set this to Quarantined, the virus-infected e-mail will be placed in your quarantine area, where you can review it at your leisure, and recover any items that contain important information (in spite of the virus). In almost all cases you'll simply want to delete these virus-infected e-mails. Selecting Labeled instead causes the mail to be delivered to you, but with special headers inserted to warn you about the status of the mail, so that your mail program can filter on the basis of these headers and deal with it appropriately. Discarded will be deleted.

Spam Filtering lets the mail server try to determine whether e-mail you receive is legitimate mail or whether it is spam. A number of different spam-detection mechanisms are used, and an overall score is assigned to each e-mail, with higher scoring items more likely to be spam. By adjusting the various score levels, you can define the level at which mail should be declared to be spam, and the level at which it should no longer be delivered to you. If you'd like to take advantage of spam filtering, enable this feature. On the other hand, if you'd rather receive your mail unfiltered, feel free to disable this feature.

Detected spam should be... lets you determine what happens to e-mail that the spam-checking tools identify as spam. If you select Quarantined, any mail that exceeds your quarantine threshold score will be placed in your quarantine area, where you can review it at your leisure, and recover any items that were mistakenly classified as spam. Selecting Labeled instead causes the mail to be delivered to you, but with special headers inserted to warn you about the status of the mail, so that your mail program can filter on the basis of these headers and deal with it appropriately. Discarded will be deleted.

Add a prefix to the subjects of spam will mark the "Subject:" header of any e-mail classified as spam with a distinctive tag, so that you can more easily create filters in your mail program to catch such items and deal with them accordingly.

Add X-Spam: Headers when Score is >= lets you specify the minimum score a spam-filtered e-mail must achieve before it has 'X-Spam:' headers inserted. These headers provide information about the scoring process, including the list of rules that were used to score the e-mail, so this can be useful for figuring out why a particular e-mail did (or didn't) qualify as spam. The default configured by your mail administrator is probably fine, but if you'd like to see the headers on *every* e-mail, try a setting like -999. Conversely, if you don't want to see the headers at all, set this value to a higher figure (though not higher than the Consider mail 'Spam' when Score is >= score, below).

Consider mail 'Spam' when Score is >= lets you specify the score level at which an e-mail is considered to be spam, and labeled as such in the X-Spam headers. Note that this does not prevent the spam from being delivered to you, it merely marks the headers in such a way that your mail client can be configured to filter such mail (e.g. have your mail client look for "X-Spam: Yes"). This value should not be any higher than the Quarantine Spam when Score is >= score, below.

Quarantine Spam when Score is >= specifies the minimum score required to take action against spam. This value should be set at least as high as the Consider mail 'Spam' when Score is >= level. Any e-mail with a score at or above this level will not be delivered to you. This e-mail will instead be placed in your quarantine area, where you can inspect it at your leisure. If you're afraid of having valid mail filtered, increase this value; if you find you're still receiving too much spam for your liking, decrease this value.

Attachment Type Filtering tries to protect you from potentially malicious files included as attachments to incoming mail. Attachments that include executable files are particularly dangerous, and due to bugs and vulnerabilities in popular mail clients like Microsoft Outlook and Outlook Express, some of these file types can even execute automatically when an e-mail is received. Enable this setting for maximum protection; disable it if you're having trouble receiving certain file types from legitimate correspondents.

Mail with dangerous attachments should be... lets you determine what happens to mail that contains banned attachment types. If you select Quarantined, the mail will be placed in your quarantine area where you can review it at your leisure, and recover any items you decide are safe after all. Selecting Labeled instead causes the mail to be delivered to you, but with special headers inserted to warn you about the status of the mail, so that your mail program can filter on the basis of these headers and deal with it appropriately. Discarded will be deleted.

Bad Header Filtering looks for broken mail headers--basically e-mail that is malformed and in violation of various Internet standards. Legitimate e-mail clients generate valid and complete header information, but the software spammers use often does not, so with this setting enabled you can further protect yourself against such e-mail. There aren't many good reasons to disable this feature, but if you want to be absolutely sure you're not blocking anything on the basis of broken headers, you can always disable this.

Mail with bad headers should be... determines what happens to mail that arrives with malformed headers. If you select Quarantined, the mail will be placed in your quarantine area where you can review it at your leisure, and recover any items you want to salvage. Selecting Labeled instead causes the mail to be delivered to you, but with special headers inserted to warn you about the status of the mail, so that your mail program can filter on the basis of these headers and deal with it appropriately. Discarded will be deleted.